

# Radio to Radio Recording

## PRODUCT OVERVIEW

R2R ENABLES COMPANIES TO RECORD, STORE, AND PLAYBACK THEIR RADIO CONVERSATIONS.

### Enhancing the Power of MOTOTRBO radios.

R2R Recording provides the necessary solution for businesses to instill enhanced audit trails, increase their operational accountability, minimize their legal liabilities, improve their training material and refine their customer service.

The Teldio R2R Recording solution allows network administrators to record, log and playback any group call on MOTOTRBO two-way radio networks, allowing users to record both Radio-to-Radio and Phone-to-Radio conversations.

**R2R** Recording

**Teldio**  
Communicating Beyond Frequencies™

# Quick Facts.

## Key Features

- Intelligent recording: no dead air is ever captured
- Files are saved in .wav format for easy download and playback
- Detailed logging information (Channel ID, time and date stamp, file size)
- Records 1000's of hours of audio that can be pushed for backup for archiving and safekeeping
- Local and Wide Area channel recording for a flexible solution
- Intuitive web-based interface for simple navigation

## Benefits

- Customer service assurance by reviewing taken response actions to client requests
- Improved training material with the use of real-life situations
- Minimized legal liability with the ability to replay the recordings of situations of interest
- Increased accountability by reviewing the response of specific workers or talkgroups
- Enhanced audit trails with audio data of radio-to-radio and phone-to-radio communications



# Recording and playback to empower MOTOTRBO radios.

## Multiples Reasons to Record Radio Data

Many companies now utilize their own communication data gathered from their radio network to better their activities. Additional review mechanisms can be derived from radio conversation playback to ensure customer requests were properly addressed. Companies also use this data to better prepare their employees. Customized and tailored training material often comes from recordings of past events or situations to give staff proper response indicators. Some companies have also found that by backing up their radio communication data they could minimize their legal liabilities and access enhanced audit trails when came time to investigate situations of interest. Overall, archiving and accessing radio communication recordings provides companies with increased accountability to all stakeholders by providing proof and accounts of past events.



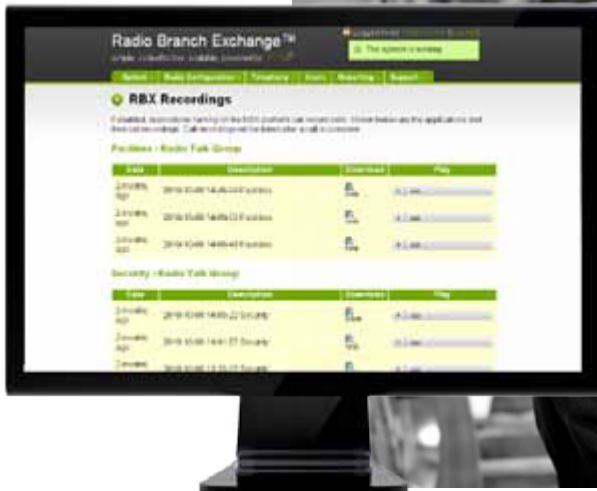
## Between Radios in Talkgroups

The information transmitted between radio users grouped together in a talkgroup can be valuable data for companies looking back on how past events, emergency situations, and even customer requests were handled. With Teldio's R2R Recording, the application archives only voice transmissions, so that dead air is never recorded. The recording and logging of conversations is automatically done once activated, and is completely seamless and unnoticeable to the radio users.

## Between Phones and Radios

Teldio's RBX +Plus, an advanced digital phone interconnect, ultimately extends telephony to the radio network while providing users with phone-like features on their radio handsets. One of these advanced features is Call Recording, with which administrators can choose to record group and private calls made between phones and radios. The conversations are automatically recorded and logged, and the solution is completely unnoticeable to all users.

The intuitive web interface allows administrators to download call recordings for instantaneous playback.



THE DATA THAT R2R CAPTURES IS STORED SECURELY AND IS ACCESSED VIA A WEB BROWSER FROM THE LAN.

# Doing more with radio data.

## Web-browser Based

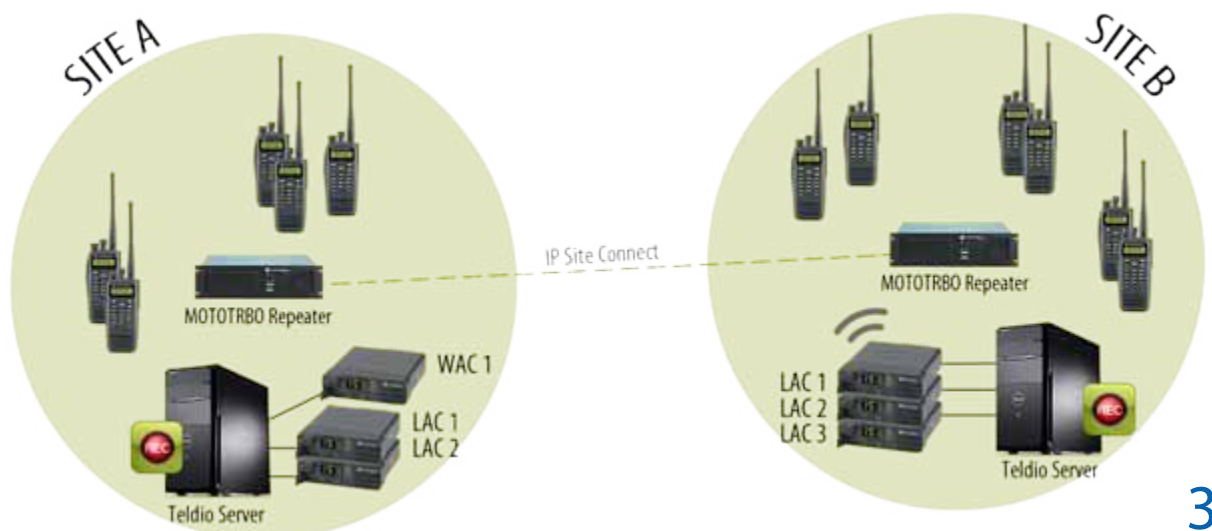
Via the Teldio administrator web interface, all call recordings can be easily located. Categorized by channel name and sorted by date, files can be downloaded in .wav format for archiving and future playback, or exported to external devices for safekeeping. Teldio's R2R Recording enables companies to track, download, save and revisit what's most important to their business activities.

## Organizing Automatic Backups

While installing R2R Recording on the Teldio Server, it can be setup for .wav files to be saved in two locations, one of which being a shared drive or a secured network location. This solution enables all companies to find a way to organize and safe keep their data, however their IT infrastructure may be designed.

## R2R Recording: Use Case

Teldio R2R Recording can monitor Local and Wide Area Channels. The following diagram depicts a use case in which two sites are connected via IP. Site A has 2 Local Area Channels and shares 1 Wide Area Channel with Site B. Site B has 3 Local Area Channels. Teldio Servers are connected directly to MOTOTRBO Mobile Radios (Control Stations) using custom data/audio cables. The information captured by R2R is securely stored and can be accessed using a web browser. Automatic data pushes can be scheduled to backup the data to storage hard drives for complete auditing and verification purposes.







## About Teldio.

Teldio ensures greater employee safety, security, and situational awareness by providing cost effective radio to telephony unified communications, alarm management and indoor positioning solutions. We have given ourselves the mandate of providing breakthrough solutions to integrate existing communication infrastructures. Teldio solutions are also scalable, helping your communication network grow.

How can we help your company? Teldio employs a mix of highly skilled engineers and industry business veterans to tackle the most complex challenges faced in the two-way radio and alarm management markets. As such, Teldio has become the bridge between mobile, telephony and alarm networks ensuring the maximization of communication technology investment by significantly reducing recurring costs.

The company's world headquarters are located in Ottawa, Canada with a regional office in Cambridge, England and presence in the United States. Combining its network of strategic partners, Teldio has representation in over 90 countries across 6 continents. Teldio is also a Zonith A/S Global Distribution Partner, and serves as its primary channel in North America.



**Teldio**<sup>®</sup> Communicating Beyond Frequencies™  
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