MicroLog TCR-2000

For Financial Service Providers
Powering Branch Recording

TCR-2000: Meeting your daily voice recording requirements.

Consumers are increasingly seeking out personalised, one-on-one services closer to home; services that cannot be obtained from the enterprise call center or website. Remote sites and branch offices are therefore smaller by design, often with a single phone line and no dedicated IT staff on site.

This created a significant problem for financial service enterprises looking at call recording systems for regulatory compliance or training purposes. Voice logging systems were either too large and expensive, designed for large-scale central call centre recording, or unreliable, untidy and insecure PC-based solutions.

MicroLog TCR-2000 is the professional, fully-featured solution to your problem. This next-generation single-line recorder is perfect for recording phone conversations and meetings in branch offices, remote offices, boutique financial service providers, or any other locations that require professional, secure call or meeting recording on a smaller scale.

CCNC *Solutions*
www.ccncsolutions.com.au

Microlog TCR-2000 is a full-featured, single channel, all-in-one meeting and call recording solution designed to assist branch offices, remote sites, or other smaller capacity financial services providers to fulfill their proactive obligations against transaction risk, and to comply with the latest regulations.

Microlog TCR-2000 maintains all the features of a call recording system designed for large enterprises, but it is packaged in a surprisingly compact enclosure, and is suitable for recording a single phone line, or for recording meetings, dication, or any other face-to-face audio recording needs. This versatile voice logging device operates on mains power or batteries, and offers a built-in LCD, keypad and speaker for stand alone operation. MicroLog TCR-2000 is truly an office-wide recording solution.

Integrating seamlessly with the DCRS Central Archiving system (sold separately), branch offices and other remote locations can utilise MicroLog TCR-2000 to record their voice interactions at an affordable price, without compromising security, reliability, or ease of administration. MicroLog TCR-2000 offers financial institutions many advantages that are simply unavailable with pen recorders or PC based solutions.

MicroLog TCR-2000 offers financial service providers a call recording / meeting recording system equiped with the features and functions developed by an industry-leading voice logging manufacturer with more than 17 years experience. All over the world, MicroLog TCR-2000 customers are taking advantage of our advanced capabilities to increase satisfaction, minimise risk, and meet budget goals.

MICROLOG TCR-2000 OFFERS A WIDE RANGE OF ADDITIONAL BENEFITS:

- Password protected user accounts & memory card storage, with auto-logout.
- Intuitive user interface, including single-press last

Call play, Call Bookmarking and multiple search parameters for fast and efficient search & replay.
- Choose from total recording, manually-controlled start/stop recording, or "important call only" options.
- Live-monitor current recording via the built-in speaker or external earphones.
- Fully-featured, reliable, all-in-one solution with minimal maintenance requirements.
- Easy integration with DCRS Central Archiving (supplied separately), ideal for branch offices.
- Optional recording announcement, which is audible to all parties on the call (or meeting room), and is recorded with the call.

MAJOR NEW TCR-2000 FEATURES INCLUDE:

- Direct connection with analog line or digital/VoIP handset cord for recording telephone calls.
- Built-in microphone for recording meetings or other face-to-face conversations.
- Backlit LCD dynamically displays date/time, caller ID, called number ID, recording length, case ID, user-added comments, value, save, important, call bookmarks stored and more.
- Enormous on-line storage capacity - up to 2,300 hours on optional 32GB SDHC memory card.
- Automatic gain control, Automatic volume control and noise reduction.
- Optional recorder warning 'beep' tone and recording announcement.
- Export and import of configuration settings.
- Operate from mains power or battery.
- Configure from memory card.
- Storage low/full/absent alert.
- Battery low alert.