



TEN-4

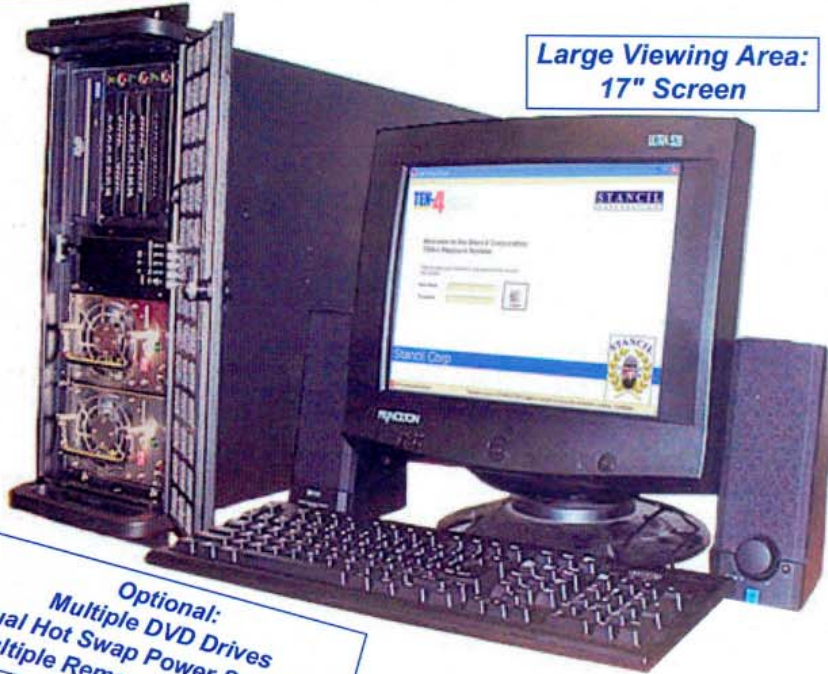
Design Highlights

- ✦ .NET distributed architecture
- ✦ XML Backup
- ✦ SQL Server MSDE Engine
- ✦ Streaming Audio
- ✦ Checking a Call in Progress
- ✦ Message Queuing Connectivity
- ✦ Unlimited Simultaneous Multi Channel Playback
- ✦ Scenario Reconstruction
- ✦ **TEN-ZOOM** - View from 24 hours to 1 minute

The Design Objectives-
Freedom From Obsolescence
..And
Ease Of Service via the
EZ Access Server *built to last* Chassis

Completely configurable -
up to 144 channels in 1 chassis

Hardware View



Large Viewing Area:
17" Screen

Optional:
Multiple DVD Drives
Dual Hot Swap Power Supplies -
Multiple Removable Hard Drives



The Design Mandate-
Use ONLY C.O.T.S.
(Commercially-Off-The-Shelf)
Tier 1 Brand Name Components

TEN-4 is a Trademark of the Stencil Corporation
 Windows 2000, SQL Server, .NET
 are registered marks of Microsoft Corporation

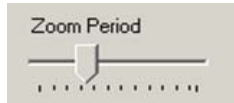


*We listened to you,
message received -*

TEN-4

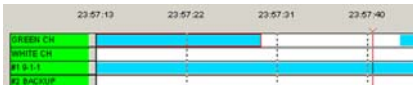
★★★★★

Using new tools like the
TEN- Zoom



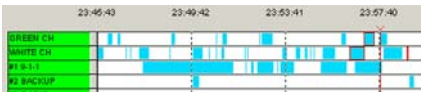
you can -

Look at and listen to every
microsecond of a single call



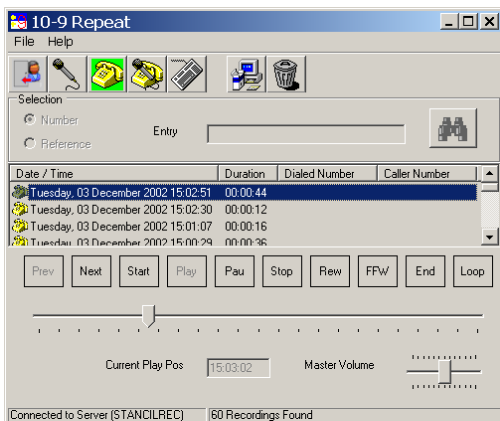
or a series of calls

OR -



You can look at all calls
over a 24 hour period.

**TEN-9 Repeat - Two Channels
With True Instant Recall**



Basic Specifications:

- Input:** Analog/Digital PBX/T1/E1
- Output:** Any Number of Channels Simultaneously
- Full Scale Display:** Continuously Variable (Zoom Control) From 24 Hours To One-Minute Full Scale (Multi-Channel View)
- Record Triggers:** Analog - VOX, Voltage Detect, Off-Hook Sense, Continuous Digital - VOX, Record On Demand, Line Appearance
- Hard Drive:** 80 GB Standard (Or More Optional)
- Archive/Storage:** DVD-RAM 9.4 GB (1 Standard - 2 - 3 Or More Per Chassis Optional) NAS/SAN Optional
- Compression:** 128 and 64 kbps PCM 24 kbps ADPCM, 13.3 kbps GSM, 8 kbps G729, 6.3 kbps G723.1
- Operating System:** Windows 2000/XP
- Spoken Date/Time:** Standard Feature
- Database:** Microsoft SQL Server MSDE Engine
- Search Criteria:** Date, Time, Channel, Duration, Dialed Number, DTMF, ANI, Tags such as: (Incident Type, Incident Number, Comments, Custom Tags)
- File Copy:** Cassette, email, .WAV, MP3, Multiple Calls To A Single File With Silence Insertion
- Silence Tracking:** Constant linear date and time tracking
- Reports:** Call Detail Report Standard Feature User Activity Log Standard Feature
- Fault Tolerant Options:** Dual Hot Swap Power Supplies Mirrored Hot Swap Hard Drives or RAID 5
- Instant Recall:** Option: Stancil Model TEN-9
- Audio Studio:** Option: Call Analysis

...TEN-4