



Product Bulletin with Order Information

OAISYS Call Recording - New Server Solution: US & Canada

Reference #: PA20140385

Summary: EarthBend is pleased to announce the introduction of an Enterprise Server solution for the OAISYS Call Recording and Quality Management solution portfolio. This new server is suitable for installations requiring fault tolerance and data protection capabilities, along with customer deployments requiring a higher number of T1/PRI, Analog, and/or Direct Digital Station recording connections than are available with a OAISYS Call Recording Appliance. In addition to this new server configuration, several other support-related components are also now available.

The OAISYS Call Recording and Quality Management solutions provide a proven, easy-to-use, simple-to-sell and highly affordable option to satisfy your customers.

To learn more how you and your customers may enjoy the benefits from this newest OAISYS offering, please refer to Product Bulletin 20140255 posted on August 1, 2014.

Effective Date: November 1, 2014

Target Market / Opportunity / Positioning

The Enterprise Server enables dealer partners to offer customer solutions that are not normally addressed via the OAISYS Call Recording Appliance or IP recording configurations. These situations typically involve recording large numbers of T1/PRI, analog or digital station sets, in addition to desiring a more advanced fault tolerance and data protection capability.

In addition to this new server, several items are being provided to dealer partners to assist with providing common server components to support customer maintenance needs.

Product Overview / Features & Benefits / Description

The Enterprise Server is a 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, plus duplicate hard drives using RAID 1 disk mirroring. In addition, the server is capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports with the purchase of Call Recording Licenses.

This server is available as a stand-alone unit, primarily for expansion or support purposes, and within the OAISYS Call Recording Enterprise Server x1 package. The package also includes one (1) Call Recording License, an unlimited user license for call recording search and access, and three (3) Quality Management user licenses. Additional Call Recording licenses and Quality Management user licenses can be purchased. If recording of SIP devices is desired, licensing for this capability will also be required.

Note: OAISYS Call Recording servers and appliances are "stackable" and may be networked to support large seamless customer solutions.

Third-Party Opportunities

Over the years, the OAISYS solutions have become a trusted brand within the various telecom channels in which they are offered, and, as such, it is planned to preserve the OAISYS brand for those channels. These include: Allworx, Avaya, ShoreTel and Toshiba. Additional details relating to supported standards-based IP and legacy TDM systems can be discussed with your distribution partner EarthBend.





Configuration Information

This section provides a brief description of each item being released within this product bulletin for the OAISYS Call Recording & Quality Management Portfolio.

The following items are immediately available for purchase:

52002862 -- OAISYS Call Recording Enterprise Server x1

A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports with the purchase of Call Recording Licenses. Also includes one (1) Call Recording License, an unlimited user license for call recording search and access, and three (3) Quality Management user licenses. Additional Call Recording licenses and Quality Management user licenses can be purchased. Licensing may also be required to support SIP Devices.

50006725 -- OAISYS Call Recording Enterprise Server with RAID1 (4u)

A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Note: Typically used for "system server refreshes".

50006759 -- OAISYS Call Recording Enterprise Server with RAID1 2012 Image

A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Microsoft Licenses Not Included. -- For replacement purposes only.

50006748 -- Call Recording Hard Drive - 2TB (Blank)

"Blank" Hard Drive (2TB) installed within the call recording 1u Appliance and 4u Servers. May be included for replacement purposes or added RAID1 capability to any of the Appliance Configurations.

The following items will be available for purchase in mid-November 2014:

50006757 -- OAISYS Call Recording Appliance (1u) w-Win 7 Image

A 1U appliance on a rack-mountable chassis complete with storage for up to 270,000 hours of recordings, OAISYS System Software, and MS Windows 7 Image. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Microsoft Licenses Not Included. -- For replacement purposes only.

50006758 -- OAISYS Call Recording Appliance (1u) w-Win 2012 Image

A 1U appliance on a rack-mountable chassis complete with storage for up to 270,000 hours of recordings, OAISYS System Software, and MS Windows 2012 Image. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Microsoft Licenses Not Included. -- For replacement purposes only.

50006744 -- OAISYS Call Recording Hard Drive w-Win 7 and Appliance Image

Hard Drive (2TB) installed within the Call Recording Appliance (1u) Server -- Includes OAISYS-branded Call Recording System Software and Win 7 Image; Configured for use with an Appliance. Microsoft Licenses Not Included. -- For replacement purposes only





50006746 -- OAISYS Call Recording Hard Drive w-Win 2012 and Appliance Image

Hard Drive (2TB) installed within the Call Recording Appliance (1u) Server -- Includes OAISYS-branded Call Recording System Software and Win 2012 Image; Configured for use with an Appliance . Microsoft Licenses Not Included. -- For replacement purposes only

50006747 -- Call Recording Hard Drive - 500GB (Blank)

"Blank" Hard Drive (500GB) installed within the call recording Enterprise 4u Servers -- For replacement purposes only

50006751 -- OAISYS Call Recording Hard Drive w-Win 2008 and Enterprise Image

Hard Drive (500GB) installed within the Call Recording Enterprise (4u) Server -- Includes OAISYS-branded Call Recording System Software and Win 2008 Image; Configured for use with an Enterprise Server. Microsoft Licenses Not Included. -- For replacement purposes only

Sample Configuration

OAISYS has made it simple to configure a solution right for your customer. The following provides a sample configuration.

Hardware Required Solution: 104 Simultaneous Recording Ports Avaya IP Office via 4 T1/PRI and 8 Analog Trunks		
Qty	Part Number	Description
1	52002862	OAISYS Call Recording Enterprise Server X1 **
2	52002861	OAISYS Call Recording Dual T1/PRI Board Bundle x48 **
1	50006687	OAISYS Call Recording Analog Board RJ14 PCI x8
7	54006188	OAISYS Call Recording License x1
Add-ons:		
-- Screen Recording - 48 Desktops		
1	54006177	Screen Recording Base Pack x1
47	54006178	Screen Recording License X1
Notes:		
1 - This server configuration also includes 1 Call Recording & 3 Quality Mgt licenses.		
2 - The T1/PRI bundles include 48 Call Recording licenses.		
3 - A customer-provided servers (or VM environments) is required to support the and screen recording requirements.		

Warranty

Software Assurance and Hardware Extended Warranty are available with the OAISYS Call Recording solutions. Specific details are provided in a separate, associated Product Bulletin PA20140329.

Ordering & Pricing Information

EarthBend is the exclusive North American distribution source for OAISYS Call Recording Solutions.

To place an order for the parts below, please visit the [EarthBend Online Storefront](#) with your log-in.

First-time customers, please visit the [EarthBend Storefront](#) for an overview.

If you should require additional direction or assistance, please contact EarthBend:

Email: distributionsales@earthbend.com

Phone: 605.789.5700 Option 2





OAISYS Ordering Process / Information

New System w/ SWA	Renewals SWA only	Existing System Add Ons
<ul style="list-style-type: none">• No quote needed.• Dealer Name• End user Information: Company name, contact name, address & phone number.• Brand of Phone System	<ul style="list-style-type: none">• A copy of the Quote from software_assurance@oaisys.com (hard copy please until we have access to the quotes)• Lock #• End user Information: Company name, contact name, address & phone number• Brand of Phone System	<ul style="list-style-type: none">• No quote needed.• Lock#• Dealer Name• End user Information: Company name, contact name, address & phone number.• Brand of Phone System

MFG Part #	Description	Product Overview and Pre-Requisites
52002862	OAISYS Call Recording Enterprise Server x1	A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports with the purchase of Call Recording Licenses. Also includes one (1) Call Recording License, an unlimited user license for call recording search and access, and three (3) Quality Management user licenses. Additional Call Recording licenses and Quality Management user licenses can be purchased. Licensing also required to support SIP Devices.
50006725	OAISYS Call Recording Enterprise Server with RAID1 (4u)	A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Note: Typically used for "system server refreshes".





MFG Part #	Description	Product Overview and Pre-Requisites
50006759	OAISYS Call Recording Enterprise Server with RAID1 2012 Image	A 4U, rack-mountable chassis complete with dual hot-swappable power supplies, storage for up to 310,000 hours of recordings, DVD burner for archiving, plus duplicate hard drives using RAID 1 disk mirroring. Capable of supporting up to 192 hardware ports, 350 VoIP Telephones or SIP Devices, or a combination thereof expandable up to 350 ports. Call Recording Licenses and audio tap connections (recording interface boards) are not included. Microsoft Licenses Not Included. -- For replacement purposes only.
50006752	Call Recording Hardware Lock Key	All Call Recording solutions require communication with a licensing device. In those special cases where the customer's recording server(s) is unable connect to the remote licensing server, the appropriate licensees can be configured onto licensing hardware (USB) key.
50006748	Call Recording Hard Drive - 2TB (Blank)	"Blank" Hard Drive (2TB) installed within the call recording 1u Appliance and 4u Servers. May be included for replacement purposes or adding RAID1 capability to any of the Appliance Configurations.

DISCLAIMER: Certain OAISYS products referenced within this document may not be available to all dealer partners. To purchase available products, OAISYS product certification is required.

