



**VERSADIAL**®  
Call recording catalog 2012



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## *Our purpose*

Our purpose is to make phone recording a painless experience for our customers by providing software and hardware that is extremely reliable, easy to use, easy to maintain, and easy to upgrade, all at a competitive cost.

## *About Versadial*

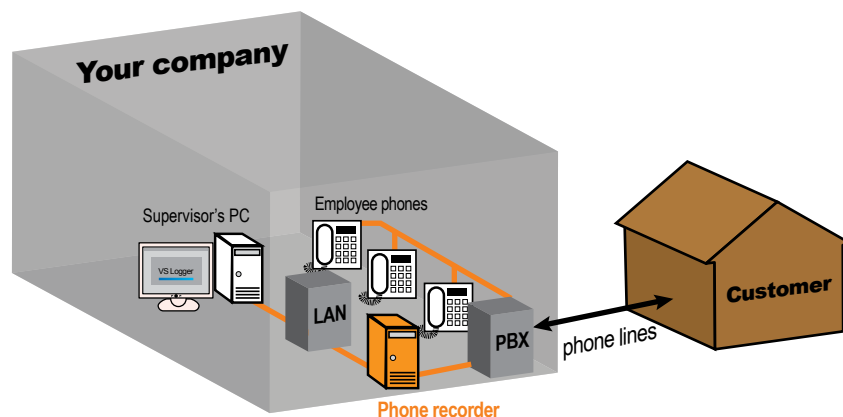
Versadial was founded in 1994 and launched it's award winning VS Logger software in 1999. Since then Versadial has continued to improve and update VS Logger as well as launching other successful telecom software titles. In 2001 Versadial won the TMC Communications solutions product of the year for VS Logger 2.3. Versadial is located in Irvine California and currently produces a complete line of phone recording hardware and software



## What is phone call recording?

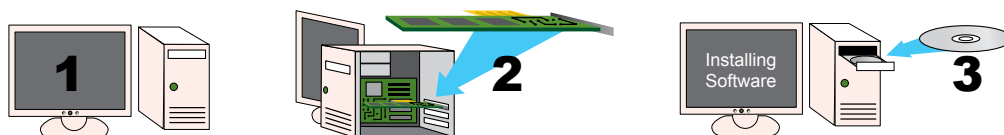
### What is phone recording?

Phone recording or voice logging has been around for nearly as long as phones. It consists of attaching a recording device to phone, radio or audio lines and having a way of playing back these recordings. Call centers were early adapters and most of us are familiar with the little recording at the beginning of a call that reminds us that "this call may be recorded for training or quality assurance purposes."



### 3 components of a Versadial phone recording system

- 1 **A Windows based PC:** Your existing PC, or a preconfigured PC from Versadial.
- 2 **Voice recording boards:** These plug into the PCI slots of the phone recording PC.
- 3 **The software:** Installed on the recording PC, and computers used for remote access.



Versadial phone recorders can record analog, digital extension, VoIP, T1, E1, PRI, BRI, or ISDN phone lines. Radio or any other type of audio channel can also be easily recorded. Recordings are saved on a hard drive and can be automatically backed up to archive media such as a DVD+RW, network or external drives. Live calls as well as past recordings can be accessed over a LAN, over the internet or through a PDA.



## *5 benefits of phone recording*



### **1. Decrease liability**

A phone recorder provides an impartial record of what really happened during a call. This allows you to diffuse potential lawsuits as inoffensively as possible by e-mailing a copy of the recording to the threatening party. If a case does go to court, the recordings are admissible as evidence under most state and federal laws.

### **2. Reduce costly mistakes**

A phone recorder saves customer information and details that otherwise might be typed incorrectly or forgotten. Recordings can be quickly reviewed by managers or employees to make sure that customer information, order information or shipping information was entered correctly. If there are errors they can be found and fixed on the spot without needing to contact the customer again. This reduces shipping costs, product returns and customer aggravation.

### **3. Increase customer & employee satisfaction**

Easily find calls that exemplify excellent customer service or salesmanship and e-mail these to your employees or use them in a training meeting. Likewise, poor quality calls can be found by managers and be sent to the employees to allow them to learn from their mistakes and improve. This will steadily improve employee performance and in turn, increase customer satisfaction. Employees appreciate how the recordings back them up when customers exaggerate or fabricate problems.

### **4. Harvest sales & marketing data**

A phone recording system gives your sales and marketing departments valuable data that will help them discover exactly what sales techniques or marketing campaigns are working and more importantly, why they are working. A sales manager can review calls that resulted in successful sales and glean ways to improve the sales dialogs for the entire sales staff. A marketing manager can listen to the same calls and discover what offers are working best, or the reasons customers give for not taking those offers. This helps the marketing department choose the most successful offers and create better offers in the future.

### **5. Increase security**

The simple presence of a phone recorder on company lines often acts as a deterrent to all types of security breaches or inappropriate employee calls. Such security breaches or inappropriate calls can be detected and then used to either address the problem with the employee or if necessary to act as evidence. This results in increased productivity as well as reduced costs and liability.





## Our competitive advantages

### *Painless telephone recording*

In over 10 years of operation Versadial has had near zero percent returns, even with our 30 day money back guarantee! Just ask any of our customers and they can tell you how easy it is to set up and maintain a Versadial system.

We have reference numbers available for customers in many industries. These customers include NASA, Rolex, Aloha Airlines, UC Davis Medical Center, and more. You're welcome to give them a call.

Painless also means easy to implement. Most of our customers are amazed at how easy it is to implement one of our solutions. We have easy video, audio and printed quick start guides and tutorials to help you along.

### *Cost saving options*

Our prices are among the best in the industry. We were the first to offer cost-saving Do-it-yourself kits. With these you can install our cards into your existing PCs, saving the cost and maintenance of another computer.

We also give you unlimited client seat licences of our software. That means big savings if you need multiple supervisors to be able to access and manage your recordings from their computers! No one else offers you this ease and savings!

We also know many of you don't want maintenance contracts, so we don't make you pay them. A year's warranty is included. If you want you can get an extended warranty, but we don't force you to purchase one like some of our competitors.

### *Easy to integrate, maintain and scale*

Versadial uses non-proprietary hardware that will easily integrate with your Windows environment. This also makes maintenance easy, without the need for specialize technicians. Recordings can also be easily exported into industry standard WAV files.

Versadial systems can scale quickly and easily, growing as you grow. Need more lines? Just add another recording Kit. Need more licenses to access your recordings? Easy, just install the software on as many computers as you like. There is no seat license fee and no licensing hassles!





## *Choose the right solution in 3 steps*

### *Step 1: System, Kit, or just Software?*

#### **Turnkey system simplicity...**

Versadial Turnkey systems are the simplest way to start recording and managing your calls. They come completely pre-configured for your specific needs and include the PC, recording cards as well as all the necessary software, cabling and accessories. A midtower, a rackmount, and portable form factors are available as turnkey systems.



or



#### **Kit savings**

Versadial was the first to offer kit phone recording solutions and the reason is the savings. You can save thousands and putting the kit together is as simple as plugging the card into the PCI slot of your existing computer, installing the software and hooking up the cables. These kits include the recording card and all necessary software, cabling, and accessories.

#### **Software only option**

If you already use supported recording cards, and would like to step up to the award winning and easy to use VS Logger software then you can choose to buy only the software with the appropriate number of channel licenses.

### *Step 2: How many lines to record?*

Versadial recording solutions can record from 4 to 256 phone lines or channels in a single system and multiple systems can be linked to record well over 1000 lines! Record from the Trunk lines, the extension, handset or even VoIP. We can show you the pros and cons of each option.

### *Step 3: Add optional remote access software?*

All our solutions include the VS Logger software and unlimited licenses of VS Monitor software which allows you to monitor and manage your recordings from remote machines. VS Monitor comes at no additional charge. Optional software is also available that allows you to easily monitor and manage your recordings via web browser (VS Web), by phone with an automated attendant (VS Phone), or wirelessly by PDA (VS Monitor for PDA).



## Get a quote & How to order

### *The information you will need*

#### **Gather your answers from the previous page**

- 1) Do you prefer a Turnkey system OR a kit you install in your existing PC?
- 2) How many phones or trunk lines do you need to record?\*
- 3) Do you want to add optional remote monitoring software?

#### **Gather the following technical information**

- 1) Are your incoming trunk lines analog, T1, E1, ISDN PRI/BRI, or VoIP?\*
  - 2) What is the brand & model number of your PBX or phone system?\*
  - 3) What is the brand & model number of your telephone sets?\*
  - 4) How many locations or buildings do you need to record from?
- (\*Your telecom company can provide this information if you do not know it.)

#### **Get a quote today**

Give us a call at 949-457-0650 or E-mail us at [sales@versadial.com](mailto:sales@versadial.com)  
Include the information you've gathered above and we'll give you a quote.

### *Request a custom price quote*

#### **Warranty included**

Our trouble-free systems need little maintenance and come with a 1 year hardware warranty as well as 1 year of free telephone support & software upgrades.

**Step 1:** Call 949-457-0650, or go to our website at **[www.versadial.com/quote.html](http://www.versadial.com/quote.html)**

**Step 2:** Once you are ready to order, let us know and we can process your order as soon as payment is received. Payments can be check, money order, wire transfer or credit card. Net 30 is an option in some circumstances.

**Step 3:** We can ship your phone recording solution to you via FedEx or DHL. Recording Kits and Software will ship within 2-4 days and Turnkey systems ship within 2-4 weeks.

All kits and systems come with a 30 day money back guarantee. If for any reason you are not completely satisfied with your solution you can return it with only the shipping costs to pay. Our skilled technical support staff will call to make sure your recording system has arrived on time and will be on call for any questions you have during setup.





## Become a Versadial reseller

### *The market for phone recording:*

Versadial specializes in voice logging software (also known as phone recording or call monitoring) along with PC based recorder that is perfect for all business markets. Security, telecom, call center specialist, IT, and integrators will find our products a natural fit for their existing customers.

As a Versadial reseller you will find that almost all types of businesses will be interested in the liability protection, security, cost savings and performance enhancement of a voice logging system. However, many small and medium sized businesses are unaware that voice logging is within their reach and budget. Large enterprise businesses will find Versadial recorders to be reliable and trouble-free. The key is to use our 5 benefits sales sheets and online software demos to illustrate how easy the software is to use, and the way it delivers these benefits. If you are already a channel distributor for voice logging products you will find our unique advantages especially desirable in closing deals for all your clients.

### *Benefits:*

Resellers can easily get access to Versadial's sales and marketing materials from our secured website download. Versadial's sales team can assist resellers with technical questions and online demos. Our support team can assist with user and administrative training over the phone at no extra cost.

Three discount levels are available and are determined by reseller active participation and sales volume. Client leads are for active resellers qualified within specific requirements such as location and sales volume. Versadial treat all resellers equally, so there will be no territory or project conflicts. OEM software available for high sales volume resellers.

Technician training is available as self-training and/or onsite training. Technical manuals and tutorial movies are for self-training at no cost. On-site training at Versadial's facility is for a fee (optional). Training over the telephone is also available at no cost.

Demo recording kit is available at special price for resellers that sign-up for on-site training, for others it is regular price. Demo recording kit allows resellers for hands-on learning, client support, and sales presentation of the Versadial recorder. Demo kit will record 2-channel analog lines, optional handset adapter allows for recording any types of telephone sets. Demo kit and optional timer license key will allow reseller's client for 30-day trial of the recorder.

### *Referral program:*

Resellers that do not wish to sign-up for Versadial's reseller program can still refer their clients to us and receive a referral fee if successful sale. The referral fee is determined by the overall project discount.

Ready to apply? Call us or apply on the web at: **[www.versadial.com/reseller\\_app.html](http://www.versadial.com/reseller_app.html)**





## VS Logger software

VS Logger comes bundled with every kit or system Versadial sells. VS Logger can also be purchased separately and is priced by the number channel licenses.

### Record

#### Automated recording

- Start and stop recording via one of 12 triggering actions
- Record all or particular lines at the trunk or extension
- Record unlimited analog, digital or VoIP lines

#### Live monitoring

- Listen to live calls with one click
- Quickly rewind live calls with instant replay button
- Add text notes, grades, or tags to a live call

#### Auto archiving

- Automatically back up to DVD, or Network drives
- Choice of 3 compression rates from 6MB/hr to 29MB/hr
- Remotely monitor disk usage and set reminder alarms

### Share

#### Powerful search filters

- Search and sort recordings by 12 different criteria
- Example criteria: agent, caller ID, note, grade, etc.
- Calendars make searching a date range easy

#### Export to WAV files

- WAV file recordings can be easily shared via e-mail
- CRC makes recordings tamper proof

#### Integrate with databases

- Trigger recordings with an API
- Pass data from VS Logger to your SQL database

#### Remote access

- Scalable password protection for remote access
- Access recordings via LAN, PDA, phone, or the web
- Unlimited seat licenses of VS Monitor software at no extra charge

### Improve

#### Custom notes

- Attach custom text notes to any recording
- Attach account or P.O. numbers for quick access

#### Exportable reports

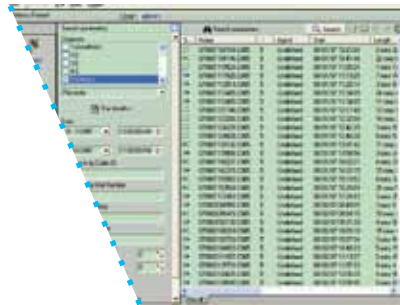
- Generate one of 9 preset reports in a single click
- Create and save custom reports, graphs and charts
- Run reports on all or only particular sets of lines

#### Quality Control tests

- Create custom QC tests or use one of 4 presets
- Grade calls while listening to them
- QC tests reports can be used for employee reviews

### Minimum system requirements:

- Windows 7, XP Pro, 2003 Server,
- 1.5 GHz Pentium with 512 Mb RAM
- A dedicated hard drive partition OR
- A second hard drive for recordings
- Available PCI slot



### Software

**licensing** is controlled by a USB key which allows additional licenses to be added with a quick download.



## Remote access options

### **VS Monitor remote access software is included!**

Install VS Monitor software on as many remote computers as you like. There is no licensing fee! Enjoy all the features and functionality of VS Logger on any computer connected by LAN, WAN, or TCP/IP. Remote access is safe with password protection

### **Optional VS Web server software:**

Work on a Macintosh, Linux or Unix based machine? No problem, you can get many of the features of VS Logger through a web interface. Use your favorite web browser to search, and listen to call recordings, and even add notes. Save and E-mail call recordings as WAV files to anywhere in the world. Use the same powerful search parameters as VS Logger such as by extension, caller ID, dialed number, search note, time / date or even call duration. You can also start or stop the live recording of phone lines. Scalable password access protection is built in along with the ability to support multiple simultaneous connections.

### **Optional VS Monitor for PDA software:**

Make call monitoring more effective by cutting the cords that keep you tied to your desk. VS Monitor for PDA helps you monitor and grade more calls while staying on the floor and more effectively influencing your employees. VS Monitor for PDA provides many of the same features as VS Monitor. Monitor live calls, search existing call recordings, and view custom notes and tags. VS Monitor works on any Windows based PDA with a wireless network.

### **VS Phone automated attendant:**

Empower your road warriors, without making them learn any new software! You can now remotely monitor live calls or access recordings by telephone anywhere in the world. VS Phone automated attendant menu will guide you. You can search recordings by time, date range or phone line. VS Phone easily handles multiple simultaneous users and has scalable password protection. Any analog terminating VDL-Kit card can have lines designated as VS Phone automated attendants at no extra cost.



### **VS-Logger / Monitor**

Playback recorded calls  
Search recordings  
Add custom notes  
Password permissions  
Monitor live recordings  
Grade calls  
Generate custom reports  
Set recording options

### **VS Monitor for PDA**

Playback recorded calls  
Search recordings  
Add custom notes  
Password permissions  
Monitor live recordings  
Grade calls  
N/A  
N/A

### **VS Web**

Playback recorded calls  
Search recordings  
Add custom notes  
Password permissions  
N/A  
N/A  
N/A  
N/A

## Compare Versadial telephone recorders



### Kit

4 to 96 ( in one card )  
 PCI card 7-13"  
 N/A  
 N/A  
 N/A  
 N/A  
 N/A  
 N/A  
 N/A



### Mid-tower

4 to 72 ( 3 PCI slots )  
 Mid-tower PC  
 Duo-Core  
 1 Gig  
 Two 400 Gig  
 RAID 1  
 DVD+RW  
 300W  
 N/A



### Portable

4 to 96 ( 4PCI slots )  
 Portable PC  
 Pentium 4  
 1 Gig  
 200 Gig + 40 Gig  
 N/A  
 DVD+RW  
 300W  
 N/A

### Features

Number of lines recorded  
 Form factor  
 Processor  
 RAM  
 Hard drive storage  
 RAID  
 Removable storage  
 Power supplies  
 Redundant power?



### Rackmount

4 to 256 (10 PCI slots)  
 4U Rack-mount PC  
 Intel Core-2-Core  
 1 GB DDR RAM  
 Two 500 GB hard drives  
 Mirrored / RAID 1  
 Two DVD+RW  
 Hot swappable  
 YES, 650W N+1



### RackPRO

4 to 256 (10 PCI slots)  
 4U Rack-mount PC  
 Intel Core-2-Quad  
 2 GB DDR RAM  
 Four 500 GB hard drives  
 Mirrored/Striped RAID 10  
 Two DVD+RW  
 Hot swappable  
 YES, 650W N+1

### Features

Number of lines recorded  
 Form factor  
 Processor  
 RAM  
 Hard drive storage  
 RAID  
 Removable storage  
 Power supplies  
 Redundant power?

## Call recording Kit

### Optional multi-channel phone recording card

Record from 4 to 96 phone lines in a single card. Cards can be expanded easily to accept more or different lines. Assemble required combination of recording cards for analog, digital BRI, ISDN, T1, E1, PRI lines in one machine. The included VS Logger software will coordinate the cards to work together. The Call recording kit supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. Our kits can also be configured with optional mirrored hard drives or secondary DVD+RWs.

### Easy to install in your PC

Installation is as simple as plugging the Call recording kit card into an available PCI slot in your compatible PC, plugging in the necessary cables to your phone system, and installing and configuring the software.

### Warranty

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

### Recommended PC

Windows 7, XP Pro, Server, 2003  
1.5GHz Pentium 4 with 1 GB RAM  
DVD+RW drive for archiving

### Minimum PC requirements

Windows 7 or XP Pro, Server, 2003  
800 Mhz Pentium with 256Mb RAM  
PCI motherboard & ATX Power supply (3.3V)  
Available full-size PCI slot (3.3V 13.83" x 4.75")  
Second hard drive or partition for recording data  
Sound card configured to play WAV files  
Network LAN connection (TCP/IP)

### VS Logger included!

- Record unlimited phone lines
- Monitor call quality
- Search and manage call recordings
- Improve employee effectiveness
- Report & communicate results
- Auto archive for security

### Monitor software included!

- Unlimited remote access
- Unlimited licenses
- Password security

### All cables included!

Everything you need to connect and begin recording is included.





### Analog phone or radio recording cards

Lines	Type	VDL-Kit Item #
4	Passive / Terminating	VDL4DY-A (LDA409-PCI)
8	Passive / Terminating	VDL8DY-A (LDA809-PCI)
16	Passive / Terminating	VDL16DY-A (LDA1609-PCI)
24	Passive / Terminating	VDL24DY-A (LDA2409-PCI)
8	Passive	VDL8DY-MOD-A (MOD-PCI)
16	Passive	VDL16DY-MOD-A (MOD-PCI)
24	Passive	VDL24DY-MOD-A (MOD-PCI)

### Digital PBX extension / ISDN BRI recording cards

Lines	Type	VDL-Kit Item #
8	Passive	VDL8DY-NGX
8	Passive	VDL8DY-MX
16	Passive	VDL16DY-NGX
24	Passive	VDL24DY-NGX
4	Passive serial	VDL4DY-MOD-S
8	Passive serial	VDL8DY-MOD-S
12	Passive serial	VDL12DY-MOD-S
8	Passive parallel	VDL8DY-MOD
16	Passive parallel	VDL16DY-MOD
24	Passive parallel	VDL24DY-MOD

Note: MOD and NGX kits differ in some functionality and supported PBX

### T1 / E1 / ISDN PRI recording cards

Lines	Type	VDL-Kit Item #
24	Passive	VDL24DY-T1
32	Passive	VDL32DY-E1
48	Passive	VDL48DY-2T1
64	Passive	VDL64DY-2E1
24	Terminating	VDL24DY-T1
32	Terminating	VDL32DY-E1
48	Terminating	VDL48DY-2T1
64	Terminating	VDL64DY-2E1
24	Passive	VDL24DY-MOD-T1
48	Passive	VDL48DY-MOD-T1
72	Passive	VDL72DY-MOD-T1
32	Passive	VDL32DY-MOD-E1
64	Passive	VDL64DY-MOD-E1
96	Passive	VDL96DY-MOD-E1

### VoIP recording cards:

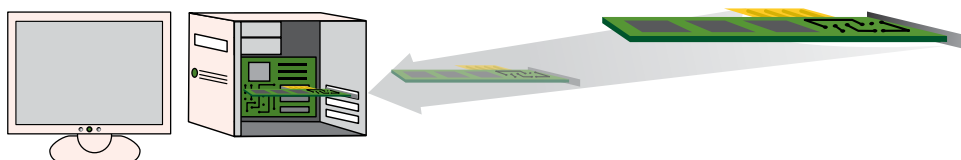
4-64 lines SMOD-PCI-xxVOIP



## Installation & setup

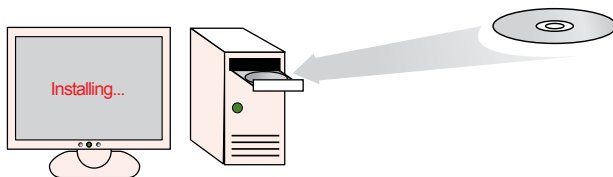
### Installing a Call recording-kit

The Call recording kit is easy to install in any PC that meets the minimum requirements. It requires no special tools or certification.. First make sure your PC is located close to where you will be tapping into your phone lines. Then install the recording card in an open PCI slot, turn on your PC and install the drivers and VS Logger software. Have your telecom professional connect the cables between your phone lines and your PC. Then simply test your lines to insure a good connection. Install times depend upon the number of phone lines to be connected and whether SMDR information will be captured. A typical install will be around 2 hours. However if you have more than 24 lines, VoIP lines or wish to integrate SMDR data, installation may take up to 20 hours.



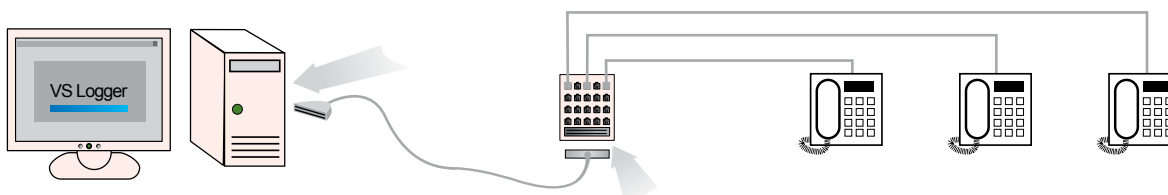
### 1. Install the recording card into a PCI slot

Estimate 30 min. for the hardware installation.



### 2. Install drivers and the VS Logger software

Estimate 30 min. for software installation and configuration.



### 3. Connect the recording card to your phone lines

Estimate 30 min. to several hours to connect and test phones. (Dependent on # of lines)

## *Mid tower call recorder*

### **Mid-sized pre-configured PC for phone recording**

Intel Duo-Core Processor with 1GB RAM  
 Up to 3 PCI recording cards of your choice may be installed  
 ATX Case and 300w power supply  
 WAV compatible sound card and high quality headphones  
 Two 400 GB Data Hard Disk Drives  
 RAID 1 (Mirrored)  
 DVD+RWs (800 recording hours per DVD)  
 Keyboard and mouse  
 Microsoft Windows 7 or XP Pro operating system  
 VS Logger 3.1 pre installed and configured

### **Pre-configured just the way you need it**

Record from 4 to 72 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 recording cards within the Mid tower call recorder. VS Logger is pre installed and pre configured for out of the box readiness. The VDL-PC supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. Compression can be adjusted as desired. At 6MB per hour 240 GB will give you about 40,000 recording hours.

### **Turnkey simplicity**

Open the box, plug in the necessary cables and you're ready to go.

### **Warranty**

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

### **VS Logger included!**

Record unlimited phone lines  
 Monitor call quality  
 Search and manage call recordings  
 Improve employee effectiveness  
 Report & communicate results  
 Auto archive for security

### **Monitor software included!**

Unlimited remote access  
 Unlimited licenses  
 Password security

### **All cables included!**

Everything you need to connect and begin recording is included.



## *Rackmount call recorder*

### **Rackmount PC pre-configured for phone recording**

Intel Pentium 4 or XEON Processor with 1GB or 2GB RAM  
 Up to 10 PCI recording cards of your choice may be installed  
 19" long Industrial Rackmount case in either 4U or 6U sizes  
 3 redundant hot swappable power supplies at 450W or 600W  
 WAV compatible sound card and high quality headphones  
 Two or Three, 400 GB Hard Drives  
 RAID 1 (Mirrored) or RAID 5  
 2 DVD+RWs (800 recording hours per DVD)  
 Keyboard and mouse  
 Microsoft Windows 7 or XP Pro operating system  
 VS Logger 3.1 pre installed and configured

### **Pre-configured just the way you need it**

Record up to 256 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 recording cards within the Rackmount call recorder VS Logger is pre installed and pre configured for out of the box readiness. The Rackmount call recorder supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. Compression can be adjusted as desired. At 6MB per hour 240 GB will give you about 40,000 recording hours.

### **Turnkey simplicity**

Open the box, plug in the necessary cables and you're ready to go.

### **Warranty**

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.



### **VS Logger included!**

Record unlimited phone lines  
 Monitor call quality  
 Search and manage call recordings  
 Improve employee effectiveness  
 Report & communicate results  
 Auto archive for security

### **Monitor software included!**

Unlimited remote access  
 Unlimited licenses  
 Password security

### **All cables included!**

Everything you need to  
 connect and begin  
 recording is included.



## ***VDL-MPDR Portable***

### **Portable PC pre-configured for phone recording**

Intel Pentium 4 Processor with 1GB RAM  
 Up to 4 *VDL-Kit* PCI cards of your choice may be installed  
 Heavy-duty portable 17"x13"x12" case and 300w power supply  
 Built in 15" LCD monitor  
 Built in keyboard and touchpad  
 WAV compatible sound card and high quality headphones  
 40 GB System Hard Disk Drive  
 200 GB Data Hard Disk Drive (30,000 recording hours)  
 DVD+RW (800 recording hours per DVD)  
 Microsoft Windows 7 or XP Pro operating system  
 VS Logger 3.1 pre installed and configured

### **Pre-configured just the way you need it**

Record up to 96 phone lines using any combination of analog, digital PBX extensions, ISDN BRI, PRI, T1, E1 *VDL-Kit* cards within the *VDL-MPDR*. VS Logger is pre installed and pre configured for out of the box readiness. The *VDL-MPDR* supports automatic DVD+RW archiving and recordings are saved at a compression rate of 6MB per hour. The *VDL-MPDR* can also be configured with optional mirrored hard drives or secondary DVD+RWs.

### **Turnkey simplicity**

Open the box, plug in the necessary cables and you're ready to go.

### **Warranty**

A one year hardware warranty with free telephone support is included with every kit we sell. Optional 2-3 year warranties are available.

### **VS Logger included!**

Record unlimited phone lines  
 Monitor call quality  
 Search and manage call recordings  
 Improve employee effectiveness  
 Report & communicate results  
 Auto archive for security

### **Monitor software included!**

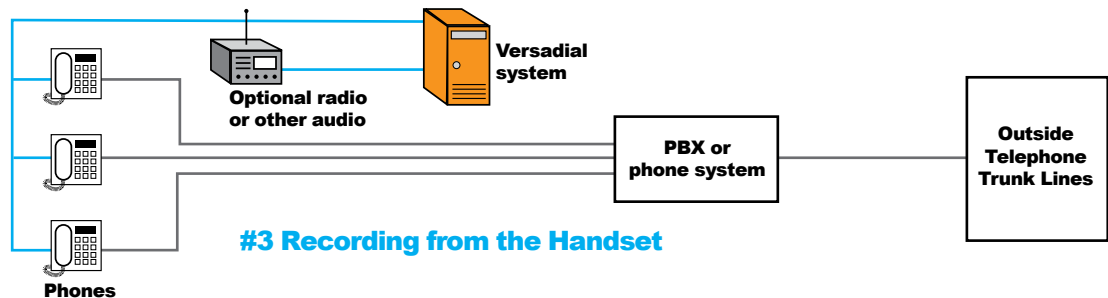
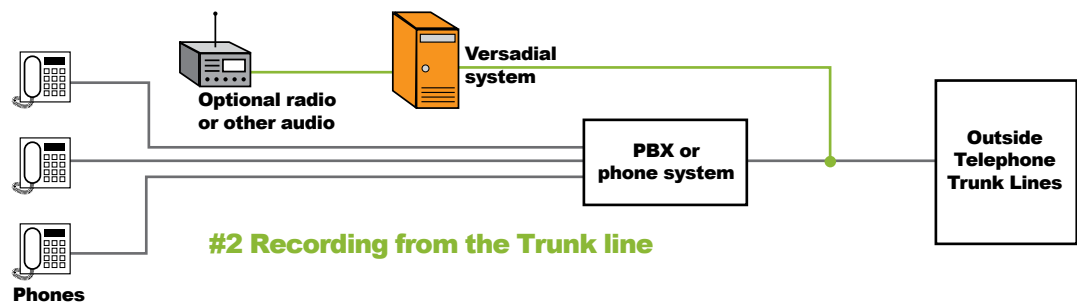
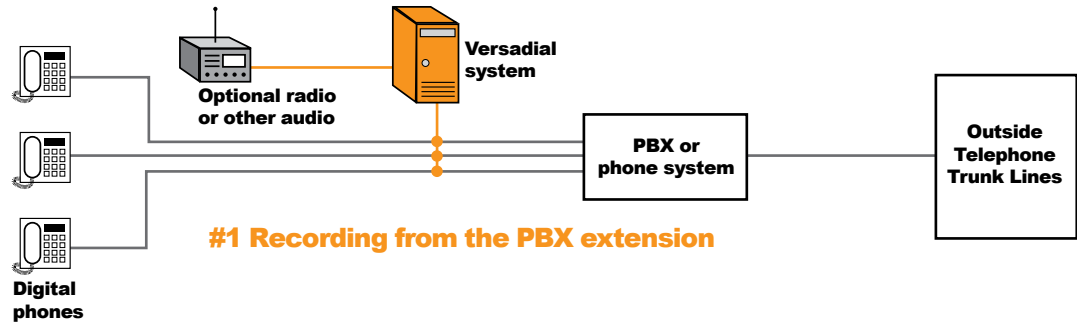
Unlimited remote access  
 Unlimited licenses  
 Password security

### **All cables included!**

Everything you need to connect and begin recording is included.



## Choose the best way to record: extension, trunk, or handset

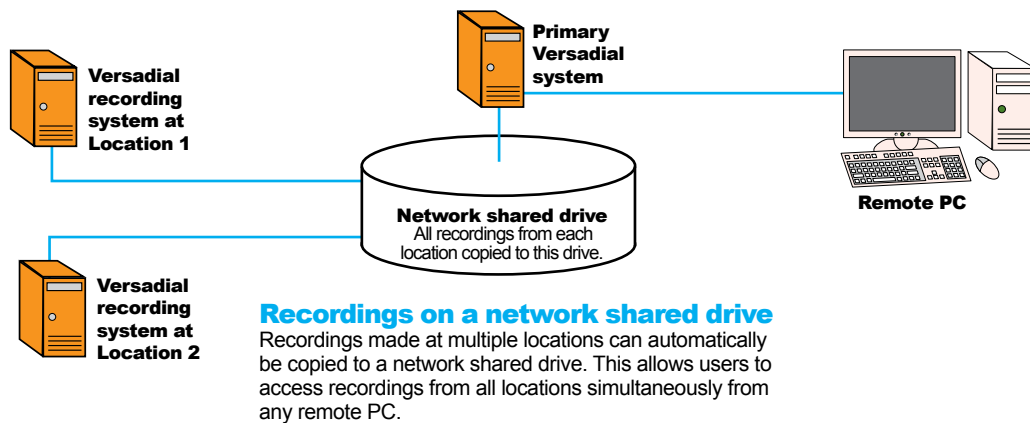
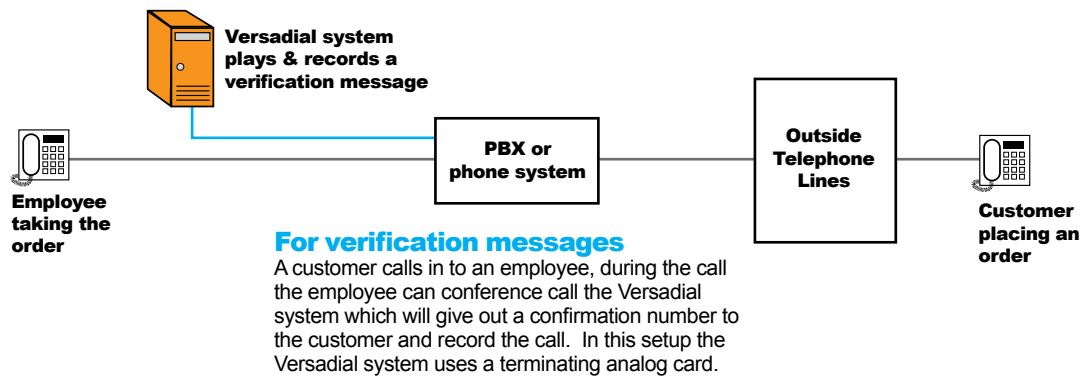
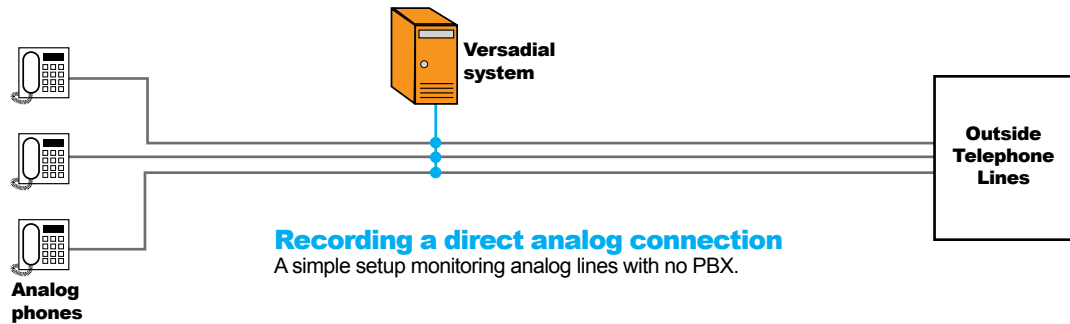


## Benefits and drawbacks comparison

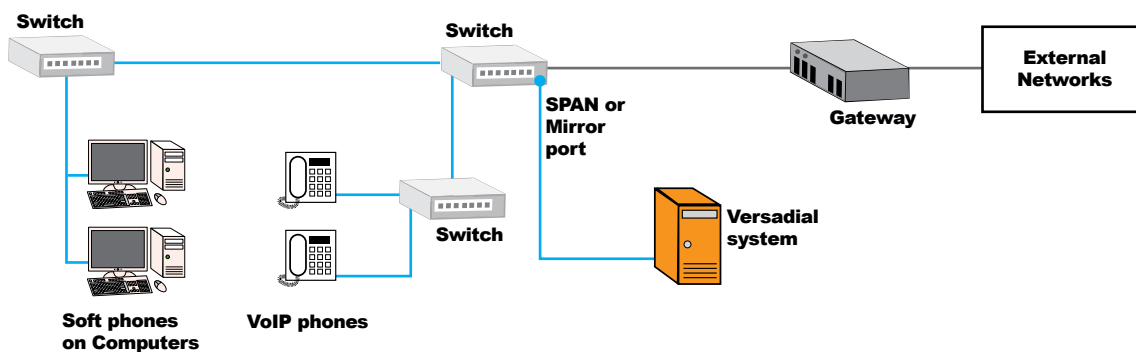
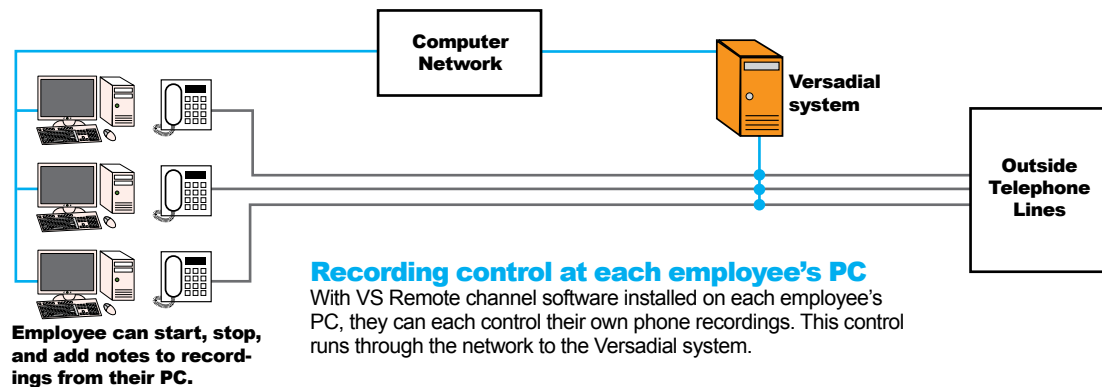
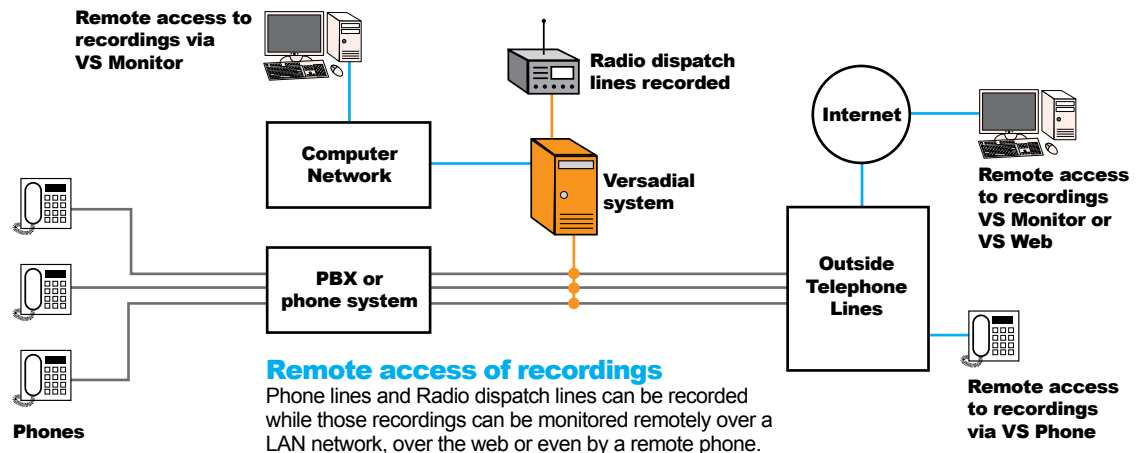
Recording from the:	#1 PBX extension	#2 Trunk line	#3 Handset
Monitor live recordings	Yes	Yes	Yes
Records transferred extensions	Yes	Yes	Yes*
Records PBX auto-attendant messages	No	Yes	No
Records internal calls	Yes	No	Yes
Search by caller ID	Yes	Yes	No
Search by trunk line	No	Yes	No
Recordings saved in folders for:	each extension	each trunk line	each handset
Audible beep option on recording	with a beep adapter	Analog lines only	with a beep adapter
Manual start / stop option	Yes	Yes	Yes
Other notes	The best solution for PBXs on our supported list.	Works with all PBXs and phone systems.	Requires wiring to each handset. Caller ID & dialed number not captured.

\* if the transferred extension is also connected to a recorder.

## Some sample setups & uses for a Versadial system



## Various sample setups & uses for a Versadial solution





## Supported line types and PBXs

In the first column, find the type of line you will be recording, such as analog/radio, digital PBX and so forth. Find your phone set in second column and see in the third column which recording cards are compatible and with what options. Both D-channel and Vox recording are supported unless otherwise noted. The D-Channel option supports detecting PBX onhook/offhook, capture caller id, dialed #, lamps, buttons pressed, etc and is an option only available on digital lines.

Recorded Line type	Compatible phone sets	Compatible recording cards
<b>Analog phone / radio lines</b>	Any analog phone set	MOD-PCI-xxA / LDAxx-PCI
<b>Digital PBX</b>		
Alcatel 4200 / 4400	Reflex 4003, 4011, 4012, 4023, 4034 Reflex 4004 First Reflex 4010 Easy Reflex 4020 Premium Reflex 4035 Advanced Reflex 4039 Reflex 4059 PC Operator	MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP (vox only)
Ascom Ascotel 2020 (2 Wire)	Office 20, 25, 30, 35, 40 Office 45/45 Pro Office 130/130 Pro	MOD-PCI-xxP MOD-PCI-xxP MOD-PCI-xxP
Ascom Ascotel 2020 (4 Wire)	Crystal	MOD-PCI-xxP (vox only)
Aspect Telecom Call Center	Teleset 3010, 3190, 3192	MOD-PCI-xxP / NGXxx
Avaya Definity (2 Wire)	6210, 6218, 6220, 6221 6402, 6408, 8410, 8434 6402-D, 6408-D, 6416-D, 6424-D 8101, 8102, 8110, 8403, 8405, 8411, 8503, 8510, 8520, 8528 Call Master III, IV, V, VI 24xx series	MOD-PCI-xxP MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP MOD-PCI-xxP / NGXxx MOD-PCI-xxP
Avaya Definity (4 Wire)	7406, 8410 Call Master I, II, III, IV Call Master V 7303, 7305, 7401, 7403, 7405, 7406, 7407, 7410, 7434, 7444, 8101, 8102, 8110, 8403, 8405, 8410, 8411, 8434, 8503, 8510, 8520, 8527 94xx series	MOD-PCI-xxP / NGXxx MOD-PCI-xxP / NGXxx MOD-PCI-xxP MOD-PCI-xxP MOD-PCI-xxP
Avaya Definity (4 Wire) 5ESS extension	75xx series 8510 ISDN, 8520 ISDN, 8528 ISDN	MOD-PCI-xxP MOD-PCI-xxP
Avaya INDeX (SDX)	INDeX DT3 INDeX DT5 INDEX 2030 INDeX 2050	MOD-PCI-xxS / NGXxx MOD-PCI-xxS MOD-PCI-xxS / NGXxx NGXxx
Avaya IP Office	2410, 2420, 5410, 5420	NGXxx
Avaya Merlin	4400, 4400D, 4406D+, 4412D+, 4424D+, 4424LD+	MOD-PCI-xxP (vox only) / NGXxx
Avaya Magix (BRI)	MLX 5, 5D, 10, 10D, 20L, 28D	MOD-PCI-xxP (vox only) / NGXxx
Avaya S8300	2410, 2420	NGXxx
Bosch/Tenovis Integral 3 (4 Wire)	TB13, TE13, TH13, TM13, TS13	MOD-PCI-xxP (vox only) / NGXxx
Bosch/Tenovis Integral 5D (2 Wire)	T3 Classic, Comfort T3 Compact TB13, TE13, TH13, TM13, TS13, TH93, TH93C	NGXxx MOD-PCI-xxP MOD-PCI-xxP

**Recorded Line type**
**Digital PBX**

 Bosch/Tenovis Integral 55D  
(2 Wire)

 T3 Classic  
T3 Compact, Comfort  
TB13, TE13, TH13, TM13, TS13, TH93,  
TH93C

 MOD-PCI-xxP / NGXxx  
MOD-PCI-xxP  
MOD-PCI-xxP

EADS Intercom E

 ITE 12SD, 30SD  
ITE 760  
None specific

 NGXxx  
NGXxx (vox only)  
NGXxx

EADS Matra M6500

MC401, MC520, M7xx series

NGXxx

 EOn Millenium  
eQueue

 -  
501200-750, 501200-001, 501800-001  
501600-001, 500600-750, 503000-001  
503800-001

 NGXxx  
NGXxx  
NGXxx  
NGXxx

Ericsson MD110/Business

 Dialog 2601, 2631, 2661, 2662, 3201,  
3202, 3203, 3212, 3213, 4220, 4222, 4223,  
4225  
Dialog 2501, 2563, DBA 706  
Operator Workstation, Console (OPI II),  
Operator Console (OPI 3213)  
Trader Panel CTT10, CTT11, TIU  
Business Phone sets  
DBC199

 MOD-PCI-xxP / NGXxx  
  
NGXxx  
MOD-PCI-xxP (vox only)  
MOD-PCI-xxP (vox only)  
MOD-PCI-xxP  
MOD-PCI-xxP (vox only)

Fujitsu F9600

 F10B-0816-B001, F10B-0791-B001,  
F10B-0794-B001, F10B-0789-B001,  
F10B-0790-B001

NGXxx

Harris 2020

-

NGXxx

Inter-Tel Axxess

 550.4000, 550.4100, 550.4400,  
550.8500, 550.8520, 550.8560  
550.4300, 550.4500, 551.4400, 551.4100

 MOD-PCI-xxP / NGXxx  
  
NGXxx

LG Aria

 LKD-2NS, LKD-8DS, LKD-30D,  
LKD-30LD, LDP-7004D, LDP-7008D,  
LDP-7016D, LDP-7024D, LDP-7024LD  
LGP-xxx

MOD-PCI-xxP

LG Starex

LGP30D

NGXxx

Mitel SX200, SX 2000

 Superset 4001, 4015, 4025, 4150, 401+, 430  
Superset 4125

 MOD-PCI-xxS / NGXxx  
MOD-PCI-xxS

NEC Aspire

Model 0890041, 0890043, 0890045

MOD-PCI-xxP / NGXxx

NEC

DTP-32DA-1, DCU 60

NGXxx

Electra Elite, Professional

 DTP-8-1, 8D-1, 16-1, 32D-1  
DTU-8-1, 16-1, 32-1, 8D-1, 8D-2, 16D-1,  
32D-1, 32D-2  
ETJ-8-2, 16DC-1, 16-2DD  
DTP-32DE-1, 16D-1, 8-D  
DTU-32D-2, 16-D-2

 MOD-PCI-xxP  
MOD-PCI-xxP  
  
MOD-PCI-xxP  
MOD-PCI-xxP / NGXxx  
MOD-PCI-xxP / NGXxx

NEC NEAX 1000

 DTP-8D, DCU 60  
DTP-8-1, 8D-1, 16-1, 32D-1  
DTU-8-1, 16-1, 32-1, 8D-1, 8D-2, 16D-1,  
32D-1, 32D-2  
ETJ-8-2, 16DC-1, 16-2DD  
DTP-32DE-1, 16D-1, 8-D  
DTU-32D-2, 16-D-2

 NGXxx  
MOD-PCI-xxP  
MOD-PCI-xxP  
  
MOD-PCI-xxP  
MOD-PCI-xxP  
MOD-PCI-xxP

**Recorded Line type**
**Digital PBX**

NEC NEAX 2000, 2400

**Compatible phone sets**

 DTP-8-1, 8D-1, 16-1, 32D-1,  
 DTU-8-1, 16-1, 32-1, 8D-1, 8D-2, 16D-1,  
 32D-1, 32D-2  
 ETJ-8-2, 16DC-1, 16-2DD  
 DTU-32D-2, 16-D-2  
 DTP-16D-1, 8-D, DTP-32DE-1  
 Dterm Series 3 (16 Button Display)  
 DTP-32-DA-1  
 DTR-8D1, 8-1, 32D-1, 2DT-1, 16D-1

**Compatible recording cards**

 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP / NGXxx  
 NGXxx  
 NGXxx  
 NGXxx

NEC Professional

 DTP-8-1, 8D-1, 16-1, 32D-1,  
 DTU-8-1, 16-1, 32-1, 8D-1, 8D-2, 16D-1,  
 32D-1,  
 ETJ-8-2, 16DC-1, 16-2DD  
 DTP-32DE-1  
 DTU-32D-2, 16-D-2  
 DTP-32DA-1, 16D-1, 8-D  
 DCU 60

 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP / NGXxx  
 MOD-PCI-xxP / NGXxx  
 NGXxx

 Nitsuko DX2E 32,  
 DX2E i-series

 DX2E-12BTH, 16T-LC2  
 DX2ET-12TXH, TXH, 24TSXH  
 i-series

 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP (vox only)

Nortel DMS100

-

MOD-PCI-xxP / NGXxx

Nortel Meridian 1, SL100

 M2006, 2008, 2018, 2216, 2250, 2616,  
 3901, 3902, 3903, 3904, 3905  
 M2009, 2316, 3110, 3310, 3820  
 M3820  
 M2317

MOD-PCI-xxP / NGXxx

 MOD-PCI-xxP  
 NGXxx  
 NGXxx (vox only)

Nortel Norstar/BCM

 M7100, 7208, 7316, 7310, 7324  
 M7410  
 T7100, 7208, 7316

 MOD-PCI-xxP / NGXxx  
 MOD-PCI-xxP  
 MOD-PCI-xxP

Panasonic KX-TD

 KX-T 7431, 7453, 7630  
 KX-T 72xx series  
 KX-T 73xx series  
 KX-T 74xx series  
 KX-T 75xx series  
 KX-T 76xx series  
 KX-T 70xx series  
 KX-T 77xx series

 MOD-PCI-xxP / NGXxx  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxA  
 MOD-PCI-xxA

Philips ISO3010

 D310/2, D320/2, D325/2/4, D330/4, D340/4  
 D330/2, D340/2, D622/2, D623/2, D624/2,  
 D320/4, D622/S, D623/S, D624/S

 NGXxx  
 NGXxx  
 NGXxx (vox only)

Philips Sopho (2 Wire)

 D310/2, D320/2, D325/2  
 D330/2, D340/2

 MOD-PCI-xxP /  
 NGXxx (vox only)  
 MOD-PCI-xxP

Philips Sopho (4wire)

 D622S, 623S, 624S  
 D310/4, D320/4, D325/4, D330/4, D340/4  
 Sopho Operator Phone B630  
 Sopho Console Model 60E

 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP (vox only)  
 MOD-PCI-xxP (vox only)

Rockwell Spectrum

-

MOD-PCI-xxP / NGX-xx (vox only)

Samsung DCS-828, Inforex

 DS-24SE-KTS, IDCS-8D, IDCS-18D  
 IDCS-28D

 NGXxx  
 NGXxx

Selta SAE

 Saefon CL08D, CL16D, LE, B, T, TK, E  
 OP Attendant Console

 MOD-PCI-xxP  
 MOD-PCI-xxP

Siemens

Optiset E Basic, Standard

MOD-PCI-xxP / NGXxx

**Recorded Line type**
**Digital PBX**

 Hicom100E/150E/300E/350E  
 Hipath 3000/4000

**Compatible phone sets**

 OptiPoint 500 Entry, Economy, Basic,  
 Standard, Advanced  
 Optiset E Entry, Comfort / Advanced Plus,  
 Conference, Memory  
 AC 3.0, 4.0  
 AC Win 3.0, 4.0  
 Rolm Phone 240, 240E, 312L, 400, 624SL  
 Advanced Conference DE  
 Standard Conference DE

**Compatible recording cards**

 MOD-PCI-xxP / NGXxx  
 MOD-PCI-xxP  
 MOD-PCI-xxP (vox only)  
 MOD-PCI-xxP (vox only)  
 NGXxx  
 NGXxx  
 NGXxx

Siemens Rolm 9751 CBX

 Rolm Phone 120, 240, 240E, 312L, 400,  
 624SL

NGXxx

Siemens Realitis DX (BRI)

D60, D70

NGXxx

Telrad IS

-

MOD-PCI-xxP (vox only)

Tadicom (Tadiran) Coral

 DKT-E 1110, 2311, 2321, 2322  
 DKT2320  
 DST-E  
 FLEXSET 120 series  
 FLEXSET 280 series

 MOD-PCI-xxP  
 NGXxx (vox only)  
 MOD-PCI-xxP  
 MOD-PCI-xxP  
 MOD-PCI-xxP

Toshiba DK280

DKT2010, 2020

NGXxx

Toshiba Strata CTX670

 DKT 3010-SD, 3020-S, 3220, 2010SD  
 2020, 2020SD, 2030SD

NGXxx

 DKT 2501, 2510, 2520, 3010, 3020,  
 35xx series

MOD-PCI-xxP

**VoIP PBX**

Avaya IP Office

 4602, 4620, 5602  
 4690 Speakerphone  
 4601, 4610 SW, 4621 SW, 4622 SW, 4625,  
 4630, 5601, 5610, 5620

 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP

Cisco CallManager

 7902G, 7905G, 7940G  
 7910G, 7912G, 7960G, 7970G, 7971G-GE  
 7920 Wireless

 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP

H323 / H225

-

SMOD-PCI-xxVOIP

Mitel 3300 MX/LX

 5207, 5215, 5220  
 5201, 5230, 5235, 5240

 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP

Nortel BCM/M1/Succession

 2001, 2202, 224  
 USB Headset Adapter for IP Softphones  
 2007, 1110, 1120E, 1140E  
 Audio Conference Phone 2003  
 Softphone 2050  
 Mobile Voice Client 2050  
 WLAN Handset 2210  
 WLAN Handset 2211

 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP (vox only)  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP  
 SMOD-PCI-xxVOIP

Selta SAE

Netfon 200, 400

SMOD-PCI-xxVOIP

SIP

-

SMOD-PCI-xxVOIP

VoIP Vox

-

SMOD-PCI-xxVOIP

**T1/E1/ISDN PRI lines**

-

MOD-PCI-xxT1/E1, DPxx

**ISDN BRI lines**

-

MOD-PCI-xxP



## Included Warranty and Support

### Hardware warranty: One to Three years

Versadial includes a one-year warranty on all computer hardware it sells. Voice recording cards carry a two or three year warranty

Versadial will repair any defective hardware for a period of one year from the time of purchase. If remote access is available, we will perform a remote diagnostic analysis of your recording system to determine whether you are experiencing a configuration problem or if hardware repair is necessary. If Versadial finds that a recording card requires repair, you will receive RMA authorization to ship it back to Versadial for in-house repair. It can take 4-6 weeks to complete a repair. If a replacement card is needed during this repair period, you will need to purchase a new recording card that can then be used as a spare once the repaired card is returned.

Regular one-year Continuation Support and Upgrade plan is included with initial purchase.

## Optional warranties

The included one-year full warranty is usually enough for most customers, however you have the choice of optional extended warranties, a software support & upgrade only plan or per case software support as well.

### Two or Three-year extended warranty (Available for purchase at the time of sale only!)

For customers that want additional years of support for the computers housing the recording cards, an extended warranty can be purchased for two or three years at a price of 20% or 35% of the cost of just the computer parts. This warranty applies only to certified hardware, and does not cover additions or modifications that have not been made or approved by Versadial. The recording cards have set warranties that cannot be extended.

## Pricing

1 year hardware warranty	2 year hardware warranty	3 year hardware warranty
Included with every Kit or system	Optional for 20% of the computer cost	Optional for 35% of the computer cost

## Support Options Contact sales representative for support price list -PL

**Regular support** - support for cases and sites which do not include SMDR/CDR, CTI, D-Channel or VOIP configuration.

**Advanced support** - support for cases SMDR/CDR, CTI, D-Channel or VOIP configuration.

A support case includes one or more calls necessary to completely resolve the particular problem.

**Disclaimer:** Versadial Solutions will support all clients according to purchased support case and/or valid annual support and upgrade subscription plan. Dealers will receive unlimited technical support from Versadial Solutions engineers according to customer purchased support case and/or valid annual support and upgrade subscription plan.

## Per case support (Available for purchase at any time.)

**Regular** installation / re-installation support case -(PL)

**Advanced** installation / re-installation support case -(PL)

**Regular** maintenance support case -(PL)

**Advanced** maintenance support case -(PL)

**After hours support** - 50% extra fee

## *Continuation Support Plans - initial and continuous subscription*

### **Regular (no SMDR/VOIP/D-Channel/CTI).**

Includes:

- 1 year of free software upgrades
- 4 free regular support cases. Additional cases with 50% discount from the list price
- Low cost

### **Advanced (for SMDR/VOIP/D-Channel/CTI).**

Includes:

- 1 year of free software upgrades
- 4 free advanced support cases. Additional cases with 50% discount from the list price
- Low cost

## *Non-Continuation Support Plans -subscriptions interrupted for month or more*

### **Regular (no SMDR/VOIP/D-Channel/CTI).**

Includes:

- 1 year of free software upgrades
- 4 free regular support cases. Additional cases with 50% discount from the list price
- Higher cost

### **Advanced (for SMDR/VOIP/D-Channel/CTI).**

Includes:

- 1 year of free software upgrades
- 4 free advanced support cases. Additional cases with 50% discount from the list price
- Higher cost

## *Advantages of continuous support plan subscription*

- Free upgrades to latest software releases
- 4 free support cases. 50% discount for extra support cases
- Lower costs of replacement of the lost license key
- Low costs of support plan renewal
- Low cost of the system expansion

## Versadial Technical Support Policy

**Scope:** Versadial will deliver Support Services for your Versadial Software and/or Versadial supplied system in accordance with the terms of this Policy, including the section captioned "Limitations" below. We will provide Support Services for Software when used in a Supported Configuration. You are entitled to receive Support Services during the term of your Support Plan Subscription, based on the offering you purchased.

**Language Support:** We primarily provide Support Services in English.

**Designated Contacts:** We will provide Support Services to you through your Designated Contacts. Your Designated Contacts will be responsible for (i) overseeing your request for assistance, and (ii) developing and deploying troubleshooting processes within your organization. Your Designated Contacts must be technically skilled and knowledgeable about the Software and the environment in which it is being used, in order to help resolve system issues and to assist Versadial in analyzing and resolving service requests; otherwise, our ability to provide Support Services to you may be impaired and Versadial may request that you replace the Designated Contact

**Support Case Management Activities:** We will use commercially reasonable efforts to manage your Case and address your Problem according to our remote support procedure and the support offering purchased. All case management targets and delivery timelines are goals and not commitments, and the actual timing may vary based on the support offering purchased and the country or site where your Software is deployed. You must provide us with timely responses, testing assistance and any information we may reasonably need to address your Problem. We will take reasonably sufficient steps in a number of ways to address your Problem. In some cases, we may recommend that we remotely perform diagnostic and troubleshooting activities. To initiate such remote access, we will need your express consent and assistance.

**Subcontractors:** Versadial reserves the right and you consent to our use of subcontractors to provide Support Services

**Your Compliance:** To help us deliver Support Services to you more efficiently and effectively, you need to have current Support plan subscription with available free Support cases or purchase Support case. Versadial reserves the right to (1) invoice you for applicable Support Services fees, if and as appropriate, or (2) in our sole discretion, elect to stop providing Support Services for that Software license until such time as you become compliant.

**Limitations:** Versadial provides Support Services to address issues where your Software/System does not substantially conform to its Documentation, where such Software/System is used in accordance with its Documentation. Therefore, Versadial is not responsible to provide Support Services for Software/System that has been damaged by a deliberate act, misuse, accident, modification, natural disaster, act of nature, "act of God," power failure or surge, unsuitable physical or operating environment, improper maintenance by you or others, or failure caused by components or technology that Versadial did not supply. In addition, we are not responsible for delay or inability to provide Support Services due to delays you cause or which are caused by network, system or telephone line problems, or by outages or denials of service or any events outside of Versadial's reasonable control. Versadial is not obligated to provide Support Services for any Software/System operating in an Alternative Configuration. In the event you have not used, installed, serviced or implemented all Software/System in accordance with the Documentation, our Support Services may be limited or unavailable for your Software/System.

### Support availability:

Regual hours: Mon-Fri 8:00am-5:00:pm , Pacific Time

Extended hours: Mon-Fri 5:00am- 8am and 5:00pm- 9:00pm, Saturday 9:00am-5:00:pm , Pacific Time

Support cases should be scheduled in advance.

### Definitions:

a) "We," "we" or "our" or "Versadial" means Versadial Solutions.

b) "You," "you" or "your" means you as the customer, the company, or the legal entity that has obtained the Software/System to which the Support Services apply.

## Terms and conditions

The submittal of an order, by the buyer, represents the buyer's agreement to and with all of the Sales Terms and Conditions. Versadial reserves the right under its product improvement policy to change construction and/or design detail (as made by the manufacturer) of the products reflected in this catalog and to furnish such products when so altered without reference to the specifications used herein. Furthermore, Versadial assumes no liability associated with the use of the products contained herein, nor is Versadial liable for any losses, damages, or costs of any kind arising from the use, suitability, or function of the products contained herein. Versadial is not responsible for typographical or printing errors. All orders are subject to approval and acceptance by Versadial. Acceptance of any order is not represented until the order is shipped. The right to refuse any order is reserved by Versadial.

**Orders** Versadial accepts orders through the telephone, E-mail, or fax. Orders will not be processed until payment is received. If payment is made by personal or business check, the order will not be processed until the check clears our bank. By placing an order, the buyer agrees that the products will only be used in a legal and lawful manner in accordance with all applicable federal, state, and local laws and regulations. Cancelled orders are subject to a 5% order cancellation fee. Versadial does not accept COD orders. International buyers are wholly responsible for any import licensing requirements, custom duties, and import restrictions. It is the international buyers' responsibility to ascertain destination country laws, regulations, and customs prior to ordering.

**Payments** Versadial must receive payment before shipping the product. Payments can be a money order, cashier's check, bank check, personal check, business check, wire transfer, American Express, Visa, or MasterCard. Payment for all international orders must be payable in US funds and collectible in a US bank. Do not send cash with your order as Versadial cannot be responsible for cash payments made through the mail.

**Shipping** Delivery for recording kits is 2-4 days within the U.S. and 5-10 days for international orders. Delivery for a complete system is 2-3 weeks within the U. S. and 3-4 weeks for international orders. Shipping and handling charges are calculated at the standard FedEx rate, plus insurance and handling. Versadial's shipping carriers are Federal Express, and DHL. Buyers may use their own account through the previously mentioned carriers. Versadial does not ship to P.O. Boxes. The method of shipment is left at the discretion of the seller, however most orders are shipped via DHL or FedEx. It is the buyer's responsibility to check all received orders for damage prior to acceptance from the carrier as any products damaged in transit are the responsibility of the carrier and a claim for damaged products should be filed with the carrier. Any delay in filing a claim with the carrier may result in a loss to the buyer. Our responsibility for ordered products ceases when the shipment leaves our facility. For international shipments, Versadial ships all products with the purchased price as the value of the shipment.

**Sales tax** All orders shipped within the state of California require the payment of a 7.75% sales tax as reflected on the order form. It is possible that in the future, Versadial will be required to collect sales tax for orders shipped to other states. If the collection of sales tax for states other than California becomes a requirement, it is the buyer's responsibility to pay the applicable sales tax. By placing an order the buyer agrees to pay all applicable sales tax.

**Returns & exchanges** Versadial products may only be returned for credit or refund no later than thirty (30) days from the date of the original Versadial invoice. All return(s) must be accompanied by an RMA number. The following is the Versadial RMA Policy: The customer must first obtain an RMA number. The RMA number must be clearly marked on the outside of each package returned. All returned merchandise must be packed in their original packaging including all original accessories and documents. The customer must prepay and insure all return shipment(s). Risk or loss due to improper labeling or delivery is solely the responsibility of the customer. Additionally, all merchandise to be returned under this privilege must be processed according to the instructions as described in the Versadial RMA Policy. All returns must comply with the instructions in the Versadial RMA Policy. All manufacturer's warranty cards, where applicable, and manuals must be left blank and returned with the system. Customers should leave the warranty cards, where applicable, blank, until after thirty (30) days. All non-defective products returned under conditions as described in the above paragraphs shall be subject to 5% restocking and handling charge. After thirty (30) days from the date of the original invoice, the merchandise may only be replaced or repaired, if defective and under warranty. No return privilege, either credit or refund, shall be given to such merchandise. All expendable items, shipping costs, credit card and bank processing fee are non-refundable. **IMPORTANT:** Versadial charges a replacement license fee per channel for a lost usb license key. In the case of a faulty key replacement, the return of the original key is required in order to exchange for a new key. Transferring the license between existing multiple keys is not available.

**Warranties** Versadial warrants its voice logging computer system(s), ("System"), to the original buyer, ("Customer"), against defects in material and workmanship for a period of one (1) year from the date of the original Versadial invoice under normal use and service. A 2nd and 3rd year of coverage can be purchased from Versadial. A Versadial system ("System") is defined as a computer system manufactured by Versadial, which consists of a motherboard, main memory, case, power supply, disk controller(s), video adapter, multi-channel voice board(s), port(s), floppy drive(s), hard drive(s), CD-R/CD-RW, or DVD-RAM drives. This warranty only covers the Versadial system, as it received. This warranty does not cover damages resulting from alterations, assemble, negligence, accidents, misuse, abuse, improper power source, improper operating environment, or repairs and services rendered by anyone other than a service representative authorized by Versadial, or perils such as war, fire, theft, water, or vandalism. This warranty is valid only for original buyers and applies only to merchandise which was purchased new and in the original packaging.

**Warranty services** All warranty services must only be performed by Versadial in Irvine, California and its authorized technicians. Versadial shall not be responsible and will not honor any warranty claims resulting from any other services rendered to Versadial systems. At the sole discretion of Versadial, the system or its components may be repaired or replaced. Customers sole and exclusive remedy for claims under this warranty is through this warranty service.

**VoIP Recording** Versadial's VoIP recording solution does not contain network spanning provisions. It is the customer's responsibility to put all VoIP phones to be recorded on a SPAN or mirror port for access by the recording system. The spanning possibilities depend on the switch manufacturer and not all brands have the same functionality. This could reduce the options for recording. The ideal situation is to have all VoIP phones in a single VLAN, which is placed on a SPAN port. IPSec (IP Security) protocol and any form of audio encryption are not supported.

**Laws & regulations** It is the responsibility of the buyer to determine the legality and conform to all federal, state, and local laws and regulations regarding the purchase, possession, and/or use of the Versadial products. By placing an order with Versadial, the buyer agreed that the products will only be used in a legal and lawful manner in accordance with all applicable federal, state, and local laws and regulations. Any liability and/or damage resulting from the misuse and/or unlawful use of Versadial's products is that of the buyer, not Versadial. Furthermore, by submitting an order to Versadial, the customer does unconditionally stipulate that the venue for any legal action on behalf of Versadial will be located in Orange County, in the State of California.

**Disclaimer** All other express and implied warranties for the Versadial System, including the warranties of merchantability and fitness for a particular purpose, are hereby disclaimed, some states do not allow the exclusion of implied warranties or limitations on how long and implied warranty lasts, so the above limitations may not apply to you. If this system is not in good working order as warranted above, your sole and exclusive remedy shall be repair or replacement as provided above. In no event will Versadial be liable to a customer or any third party for any damages in excess of the purchase price of the merchandise. This limitation applies to damages of any kind including any direct or indirect damages, lost profits, lost savings or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise arising out of the use of or inability to use such system, even if Versadial or an authorized Versadial representative or dealer has been advised of the possibility of such damages or of any claim by any other party. Some states do not allow the exclusion or limitation of incidental or consequential damages for some products, so the above limitations or exclusions may not apply to you.