Voice logger retrieval service

Recover audio for e-discovery, archiving, data migration, compliance. Supported models include Racal, Eyretel, NICE, Verint, Mercom, and more.

Many businesses record their telephone traffic for legal reasons or compliance requirements. Traditionally, voice loggers have been separate PBX-attached units which record all telephone conversations onto a computer tape or disk, typically a 4mm (DDS) tape or DVD-RAM. In addition, metadata is also recorded to the tape (typically including call start/end times, duration, channel/extension numbers, dialed digits, and more).

Logger manufacturers use a variety of advanced compression schemes in order to cram as much audio as possible onto the tape, and in most cases, playback of the recorded media is intended to be done on the original equipment. But what happens when the original equipment disappears (perhaps due to failure or upgrade)? Or what if your litigation requires you to produce thousands of recordings as evidence, but your logger can't handle the volume (because some logger models can only replay messages one at a time), and you consequently miss your production deadline?

Electrical Science can help. We can replay tapes and disks from most legacy voice loggers and voicemail systems (see the list on the back of this page). We extract the audio *directly from the media* (without the need for the original equipment) and convert it to WAV files. We also extract all of the metadata and compile it into an Excel spreadsheet, CSV, XML, Microsoft Access, or any preferred format. We can do bulk restorations on hundreds of tapes or ad hoc on-demand retrievals (e.g. a handful of calls from a specific tape on a specific date and channel). We can also inventory your media to get an accurate list of calls, and even recover calls from damaged tapes and disks. We recognize the sensitive nature of many telephone recordings and can come onsite to extract your media.

With help from our partners, we can also help you search/analyze the resulting audio or set up an audio archive.

Contact us today.

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Supported voice loggers and media:

- **ASC Marathon (DDS-2)**
- **Audix voicemail, variously manufactured by AT&T, Lucent, Avaya (CD-RW, DVD-RAM, QIC, Travan, MO)**
- **BT trading turrets with embedded voice loggers (NICE, Witness, Verint)**
- **Comverse (now Verint) Ultra (DDS-1, DDS-2, DDS-3, MO)**
- **CyberTech (nonstandard WAV files)**
- **Dictaphone Guardian (DDS-2)**
- **Dictaphone Freedom (nonstandard WAV files)**
- **Eyretel E500, E1000 (DDS-2)**
- **Eyretel (now Verint) MediaStore (DDS-3)**
- **IPC trading turrets with embedded voice loggers (NICE)**
- **Lanier LDL416, LDL848 (DDS-2)**
- **Mercom (now Verint) Audiolog (DVD-RAM)**
- **NICE NiceCall Focus (DDS-3, DDS-4, DVD-RAM)**
- **NICE NiceLog versions 6 thru 9 (DDS-2, DDS-3, DDS-4, DAT-72, AIT-1, AIT-2, DVD-RAM, and accompanying CLS database), including "NICE 8.9"**
- **NICE Perform (NMF files and accompanying Interactions database)**
- **NICE NTR (nonstandard WAV files)**
- **Nortel CallPilot voicemail (QIC)**
- **Northern Telecom Meridian Mail voicemail (QIC)**
- **Racal Mirra (DVD-RAM)**
- **Racal Wordnet (DDS-2, DDS-3)**
- **Racal Wordnet Series 2 (DDS-3, DVD-RAM)**
- **Thales (now NICE) Wordnet Series 3 (DVD-RAM)**
- **Witness (now Verint) Impact 360 (nonstandard WAV files with accompanying XML metadata), aka "Witness 7.8"**

We are constantly expanding this list as we encounter more and more voice logger hardware. If your equipment is not listed, please don't hesitate to contact us anyway. Voice logger and voicemail equipment is often renameplated, e.g. Racal hardware often has a "Thales" label.