



RED BOX OVERVIEW

Capture, secure and unlock the value of voice

Red Box empowers organisations to capture, secure and unlock the value of their voice data. With a range of built in tools we help organisations get the most out of communications.

ABOUT RED BOX






With the most open and connected platform, we capture and transcribe all voice communications from anywhere, irrespective of source. We back that with unrivalled resilience and service excellence.

- Global provider of voice and data recording solutions
- Over 30 years industry experience
- One of the fastest growing voice recording companies worldwide
- Renowned for compliance recording worldwide
- Solutions for Financial Services, contact centres, government, public safety & more
- Headquarters and R&D in Nottingham UK
- Regional offices in London, New York, Hong Kong and Singapore

REASONS TO RECORD

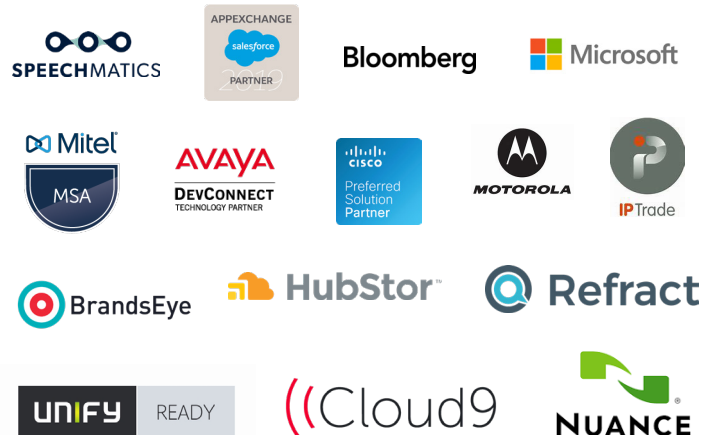
Capturing calls helps organisations to comply, resolve disputes and supports employee training and customer quality assurance.

- Quality monitoring and fact verification
- Record & provide evidence of business transactions
- Ensure compliance with industry standards and legal / regulatory policies and procedures
- Staff performance monitoring
- Leverage voice data within applications such as AI and analytics engines, compliance tools and CRM

-  Capture call audio from 55+ systems
-  No need to change your telephony infrastructure
-  99.999% service availability
-  Retain complete data sovereignty and secure access to your voice data
-  Connect to the broadest partner eco-system to maximise the value of voice conversations

OUR PARTNER ECOSYSTEM

We integrate with over 55 communication platforms and via our free and open APIs, connect organisations to the broadest partner ecosystem of application and value added service partners to maximise the value of voice data sets.



RED BOX QUANTIFY APPLICATIONS

Our Quantify call recording system offers a choice of applications allowing you to get the most from your voice data;



SEARCH & REPLAY

Powerful transcription and metadata search, and replay via our built-in Media Player.



EVENT RECONSTRUCT

Build a visual timeline of events and replay recordings sequentially or concurrently.



LIVE ACQUIRE

Monitor and listen to calls as they happen.



QUALITY MANAGEMENT

Identify trends and employee training needs.



INSIGHT

Proactively check the status of your Red Box solution through a visual dashboard and hands-off email reports.



AGENT CONTROLS

Optional client-side features such as PCI Suppression, Call annotation and Record on demand capabilities.

ADVANCED FUNCTIONALITY AND SERVICES

Red Box enables organisations to integrate with our broad partner ecosystem to surface voice data in an organisations preferred application.



TRANSCRIPTION

Fast and accurate transcriptions of conversations that can be exported, processed and leveraged by a wide range of business systems.



VOICE DATA CONTROLLER

Voice and transcribed conversations can be imported seamlessly in to Salesforce® - assigned to a Salesforce® lead, account or contact record.



OPEN INTEGRATION

Connect your Red Box solution to other applications through our free & open APIs

- Proactively monitor & manage your solution
- Push audio, rich metadata & transcripts in to CRM, AI, Analytics and compliance archiving and storage applications
- Find, retrieve, listen & analyse audio, metadata & transcripts for improved business insights

WHY RED BOX?

- ✓ Up to 1000 channels per recorder, highly scalable.
- ✓ Resilience & security are core to our offering
- ✓ Unique frame based recording with optional AES 256bit encryption
- ✓ Flexible deployment options with software that's easy to install, use & maintain
- ✓ Secure storage with options for extensions & archiving.



Detailed Redbox Part Number & Description - 2025

1. Voice Recording	
1.1. Custom Build - Hardware	Part Number
1.1.1. Recording Server Options	
1u Red Box Pro Recording Server - Hardware Package (VOIP Only) 1U Rack Mount Server, comes complete with Intel 6th Gen 'i' series, 3.7GHz Processor with 8GB ECC RAM and: 4x 1GbE NIC ports 2 x 1TB Hot Swap HDD (RAID1) 2 x 400W Redundant Hot Swap PSU (Gold Rated, Auto-ranging 120 - 240V AC) IPMI Remote Management (Separate dedicated NIC port or Shared with Data NIC options) Internal USB 3.0 port and headers 1x PCIe Interface port for optional NIC expansion card (2 port or 4 port) only Windows Server 2012 R2 (64 bit) NOTE: This comes complete with Windows 2012 R2 (64bit) OS Software loaded. All options and licensing must be ordered in addition to the server, see 1.2 Custom Build - Software This server does NOT support additional recording interface cards.	RBR2701
4u Red Box 'Lite' Recording Server - Hardware Package (TDM & VOIP) 4U Rack Mountable Server, comes complete with Intel 6th Gen 'i' series 3.7GHz Processor with 8GB ECC RAM and: 2x 1GbE NIC ports 2 x 1TB HDD (RAID1) 1 x 450W PSU (Bronze Rated, Auto-ranging 120 - 240V AC) IPMI Remote Management Internal USB 3.0 port and headers 4 x PCIe Slots and 1x PCI Slot for additional interface boards Windows 7 Professional (64 bit) NOTE: This comes complete with Windows 7 OS Software loaded. All licensing and options must be ordered in addition to the server, see 1.2 Custom Build - Software	RBR2704L
4u Red Box 'Pro' Recording Server with HDD - Hardware Package (TDM & VOIP) 4U Rack Mount Server, comes complete with Intel 6th Gen 'i' series 3.7GHz Processor with 8GB ECC RAM and: 2x 1GbE NIC ports 2 x 1TB Hot Swap HDD (RAID1) 2 x 920W Redundant Hot Swap PSU (Platinum Rated, Auto-ranging 120 - 240V AC) IPMI Remote Management Internal USB 3.0 port and headers 4 x PCIe slots and 1 x PCI slot for additional interface boards Windows 2012 R2 (64 bit) NOTE: This comes complete with Windows 2012 R2 (64bit) OS Software loaded. All options and licensing must be ordered in addition to the server, see 1.2 Custom Build - Software	RBR2704E
4u Red Box 'Pro' Recording Server with SSD - Hardware Package (TDM & VOIP) 4U Rack Mount Server, comes complete with Intel 6th Gen 'i' series 3.7GHz Processor with 8GB ECC RAM and: 2x 1GbE NIC ports 2 x 960GB Hot Swap SSD (RAID1) 2 x 920W Redundant Hot Swap PSU (Platinum Rated, Auto-ranging 120 - 240V AC) IPMI Remote Management Internal USB 3.0 port and headers 4 x PCIe slots and 1 x PCI slot for additional interface boards Windows 2012 R2 (64 bit) NOTE: This comes complete with Windows 2012 R2 (64bit) OS Software loaded. All options and licensing must be ordered in addition to the server, see 1.2 Custom Build - Software	RBR2704E/SSD
1u Red Box Transcription Server	RBR2701-T
1u Red Box Transcription Server with RAID10	RBR2701-TR10
1u Red Box Transcription Super Server	RBR2701-TS
1u Red Box Transcription Super Server with RAID10	RBR2701-TSR10
Upgrade from 1u Red Box Transcription Server to 1u Super Server	RBR2701-TU
1.1.2. Recording Interfaces (Line cards)	
4 Analogue recording channels (Hardware Only) (PCI Only)	RBR2630-UA4
8 Analogue recording channels (Hardware Only)	RBR2630-UA8
16 Analogue recording channels (Hardware Only)	RBR2630-UA16
24 Analogue recording channels (Hardware Only)	RBR2630-UA24
8 Digital extension recording channels (Hardware Only)	RBR2630-UDE8
16 Digital extension recording channels (Hardware Only)	RBR2630-UDE16
24 Digital extension recording channels (Hardware Only)	RBR2630-UDE24
60 channels (2xE1) / 48 channels (2xT1) - Passive (Hardware Only)	RBR2630-UTSE2
60 channels (2xE1) / 48 channels (2xT1) - Terminated (Hardware Only)	RBR2630-UTST2

64 channels - 2 x PCM32 (Hardware Only) for BT ITS connectivity	RBR2630-PCM64
NOTE: Line cards are not needed for 100% IP solutions. Available in PCI or PCIe, unless otherwise stated.	
Custom Build - Hardware Continued	Part Number
1.1.3 Offline Audio Storage Options	
Single DVD archive (Drive Hardware)	DVD Archive (Single)
Dual DVD archive (Drive Hardware)	DVD Archive (Dual)
Single RDX archive (includes 500GB cartridge)	Single RDX 500GB
Dual RDX archive (includes 2x 500GB cartridges)	Dual RDX 500GB
NOTE: All items above are kits and include all cables and interface cards to enable the device(s).	
1.1.5 Media Option Servers	
1U Rack Mount Server, comes complete with Intel 6th Gen 'i' series, 3.7GHz Processor with 8GB ECC RAM and: 4x 1GbE NIC ports 2 x 1TB Hot Swap HDD (RAID1) 2 x 400W Redundant Hot Swap PSU (Gold Rated, Auto-ranging 120 - 240V AC) IPMI Remote Management (Separate dedicated NIC port or Shared with Data NIC options) Internal USB 3.0 port and headers 1x PCIe Interface port for optional NIC expansion card (2 port or 4 port) only Windows Server 2012 R2 (64 bit) NOTE: This comes complete with Windows 2012 R2 (64bit) OS Software loaded. All options and licensing must be ordered in addition to the server, see 1.2 Custom Build - Software This server does NOT support additional recording interface cards.	RBR2701mos
1.1.6 Media Options	
RDX Removable Media Cartridge - 500GB (each)	RBRDX-500
RDX Removable Media Cartridge - 1TB (each)	RBRDX-1TB
RDX Removable Media Cartridge - 2TB (each)	RBRDX-2TB
RDX Removable Media Cartridge - 3TB (each)	RBRDX-3TB
RDX Removable Media Cartridge - 4TB (each)	RBRDX-4TB
1.1.7 Other Options	
3.6TB RAID5 Storage available as an upgrade for Red Box Pro (RBR2701, 2704E & RBR2706)	RAID5 3.6TB
5.6TB RAID5 Storage available as an upgrade for Red Box Pro (RBR2701 and 2704E only)	RAID5 5.6TB
16.7TB RAID5 Storage available as an upgrade for Red Box Pro (RBR2701 and 2704E only)	RAID5 16.7TB
22.3TB RAID5 Storage available as an upgrade for Red Box Pro (RBR2701 and 2704E only)	RAID5 22.3TB
1.2. Custom Build - Software	Part Number
1.2.1. Recorder Software Licensing - Software Only	
RBR Base Level Voice Recorder Software Package Unless using VOIP Bundle pricing, every new system MUST include this component. The base package includes: 1 x Software Security Key (Dongle) & Unique ID 4 x Concurrent Replay Connections 4 x Concurrent Record Licenses 1 x VoIP or TDM Protocol Processor 1 x Media Label Printing License 1 x SNTP License 2 x Archive Device Licenses NOTE: This does NOT include any hardware, or optional licensing which needs to be added accordingly.	RBRCDL-VS
RBR VOIP Resilient Bundle Only for VOIP Solutions: The package includes: 1 x Software Security Key (Dongle) & Unique ID 1 x Primary Concurrent Recording License 1 x Replay License 1 x Media Server License 1 x VoIP Protocol Processor 1 x Record on Demand license 1 x Annotation License 1 x NAS Archive License 1 x NAS Compression License NOTE: This does NOT include any hardware, or optional licensing which needs to be added accordingly.	RBRVOIP-R1

<p>RBR VOIP NON Resilient Bundle for bronze/accredited resellers only Only for VOIP Solutions minimum 4 channels - maximum 30 channels: The package includes: 1 x Software Security Key (Dongle) & Unique ID 1 x Primary Concurrent Recording License 1 x Replay License 1 x Media Server Licence 1 x VoIP Protocol Processor 1 x Record on Demand license 1 x PCI 1 x Annotation License 1 x NAS Archive License 1 x NAS Compression License NOTE: This does NOT include any hardware, or optional licensing which needs to be added accordingly.</p>	RBRVOIP - NR1
<p>RBR VOIP Resilient Bundle - Subscription Only for VOIP Solutions: The package includes: 1 x Software Security Key (Dongle) & Unique ID 1 x Primary Concurrent Recording License 1 x Replay License 1 x Media Server Licence 1 x VoIP Protocol Processor 1 x Record on Demand license 1 x Annotation License 1 x NAS Archive License 1 x NAS Compression License NOTE: This does NOT include any hardware, or optional licensing which needs to be added accordingly.</p>	RBRAUDCAP3:1STD3L Subscription
Single Channel Recording License (VoIP)	RBRCDE-VS1
Resilient Single Channel Recording License (VoIP)	RBRCDE-VS1R
Single Channel Recording License (TDM)	RBRCDE-VS2
Resilient Single Channel Recording License (TDM)	RBRCDE-VS2R
NOTE: TDM Channel recording licenses excludes cost of line cards	
Additional concurrent replay license - price each	RBR26203-RCL
NAS Archive - Network Storage License (SAN / NAS) - Enables a voice recorder to archive calls to a network location, apply retention policies and manage the storage mode automatically from the voice recorder.	RBR26205-RLI
NAS Compression - Application that can compress uncompressed audio to GSM (13Kb/s). Must be used on a separate server and is only compatible with recordings archived to a network storage device - priced per application.	RBRNAS-CMP1
NOTE: NAS Compression requires NAS Archiving to be licensed on each voice recording server and MUST be deployed on a separate server.	
Additional Recording Interface Type - PP (protocol Processor) - See connectivity Matrix for the full list of interfaces available.	RBR2600-VPP
Motorola Radio PP - Provides VoIP Audio and Real-Time CTI Integration - priced per server application (MUST be charged for in addition to base software package)	RBR2600-MOTOPP
EADS Radio PP - Provides VoIP Audio and Real-Time CTI Integration - priced per server application (MUST be charged for in addition to base software package)	RBR2600-EADSP
NOTE: Only required when adding VoIP to a TDM recorder, or adding a secondary / NEW interface	
Replay to Phone Server (Software only) - Application that allows calls to be routed via the telephony system rather than the LAN. (For TDM and SIP replay)	RBR26203-PHS
Capita Instant Replay integration (DS2000 & DS3000) - per position	RBR CIR-USR
Skype / Cisco IM Licence	RBR2600-IMPP
MediaServer License - priced per server (Software Only) The package includes: 1 x Software Security Key (Dongle) & Unique ID 4 x Concurrent Replay Connections 1 x SNMP License 1 x NAS Archive License NOTE: This does NOT include any hardware, or optional licensing.	RBRMSR- MS1
NOTE: For centralised replay where multiple recorders installed.	
Recorder Software Upgrade - includes latest software revision for specific recorder	RBR SW - UPG1
Spare Dongle (hardware only) - Pre-programmed for spares/replacement - does not include licencing	RBRDONG-01
*CTI Integration - provides SMDR / CDR, etc. data integration - priced each / per server application and can be installed on the Voice Recorder	RBRCTI-01