



**Vodafone**

Vodafone have a large site for sales and customer care in Leopardstown Dublin with Meridian CS100 phone system. The client wished to record sales calls to 40 Meridian phones

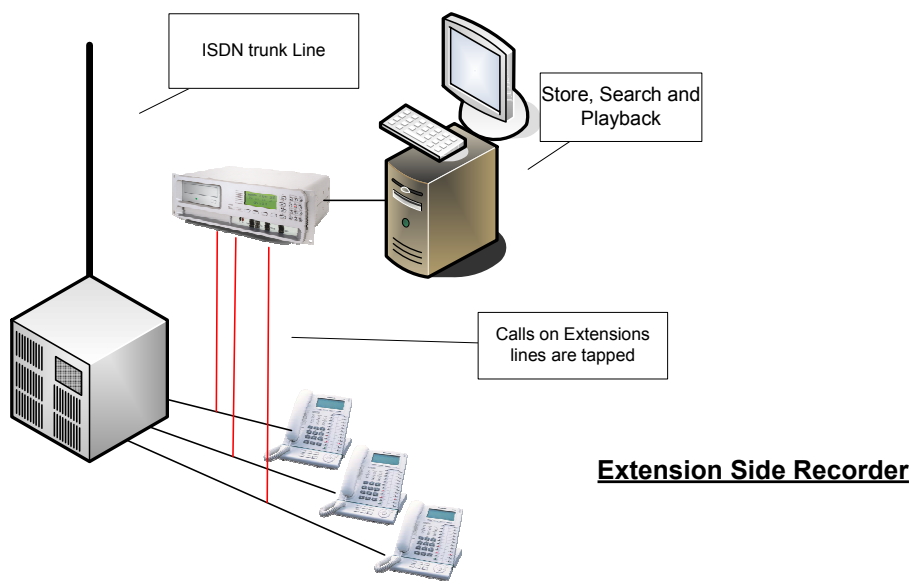
**The Challenge:**

- To integrate Recorder to Meridian Digital extensions
- The recorder position allocated was 20m distant from MDF. Limit of tap cable Max 5m
- Remotely access recordings for compliance

**Solution**

Acer Networks installed Apresa Digital Recorder in parallel with cables to digital extensions. This recorded all audio and data to 40 phones.

To adhere to 5m length of cable Acer installed loop cable to recorder and back to frame.



**Project Implementation**

Installation was carried on after hours and there was no disruption to calls.IT staff were trained in search and archive.

**On-going changes and maintenance:**

Acer monitor fault reports and are pro-active in identifying possible problems  
The phone technician will assist with minor problems and we perform changes and addition using remote access.

We give free software updates included in maintenance contract.