

CSS Services



communicationservices**solutions**

CSS what do we provide

Communication Service Solutions

Telephony Solutions for the Security Industry

Call Recording Solutions for the Security Industry

Contact Center Solutions for the Security Industry

System III – IV – 5 Receivers for the Security Industry

Financial Services for the Security Industry

24/7 Support and Service – 365 days a year



Who is CSS

Communication Service Solutions

Unique & Unmatched Telephony Solutions for the Security Industry

The only phone system designed for a Central Station

CSTA interface to all major automation software systems

SecurVoice Call Recording system

SecurVoice interface to all major automation software

Team of Technicians who know the Security Industry

200 + Security Industry Clients

25 Years Security Industry Experience

Financial Services



Aeonix Telephony



communicationservices**solutions**

Maximizing the Telephony system



Synergy with the telephony solution is to bring processes together



communication services solutions

Maximizing the Telephony system



Maximizing PRI and Central Station Receiver

**PRI "D" Channel provides: ANI caller id
DNIS-DID = phone number being called**

**DNIS-DID 1212 = Voice call = send to operators
DNIS-DID 2626 = Alarm Panel Call = sent to receiver**

**PRI
Circuits**



CSS Aeonix provides the PRI to Analog conversion & DID number blending for Voice, Fax & Alarm Data across all PRI circuits delivered to people, fax and Receivers.



communicationsolutions

What is the Aeonix platform

Linux Based Soft Switch

Virtual Platform N+1 Redundancy

No Geographic or Size Limitation

Multiple Servers for Redundancy

Single Synchronized Data Base

VM Ware compatible

Networked Gateways for PRI & Analog Circuits

Linux based Voice Mail, Desktop Management tool & Reporting Statistics

Media Interface for BYOD, Mobile Convergence, Video Conferencing

PRI to Analog Interface for System III-IV-5 & 6600 receivers

Automation Software CSTA interface



What are the Aeonix Gateways

Networkable Gateways

PRI Gateways

Analog Gateways

Redundancy across the Gateways

Hundred's of Analog Circuits for Receivers, Fax Machines & Modems

Networked to multiple Aeonix applications

Unlimited configurations



What is the CSTA Interface

CSTA – Computer Supported Telecommunication Applications

Provides for information from Aeonix to Automation software

Provides for commands from Automation software to Aeonix



**Provides for a comprehensive set of unique features
between the automation software and Aeonix**



Aeonix – Security features

PRI to Analog Conversion in DTMF for SIII/IV/V receivers

SIP trunk to Analog conversion

Auto-Dial from Automation software

Auto-Dial with alternate phone number injected in outbound call string

Automated Two-Way voice management to the operator

Automated Two-Way voice handling with DTMF commands

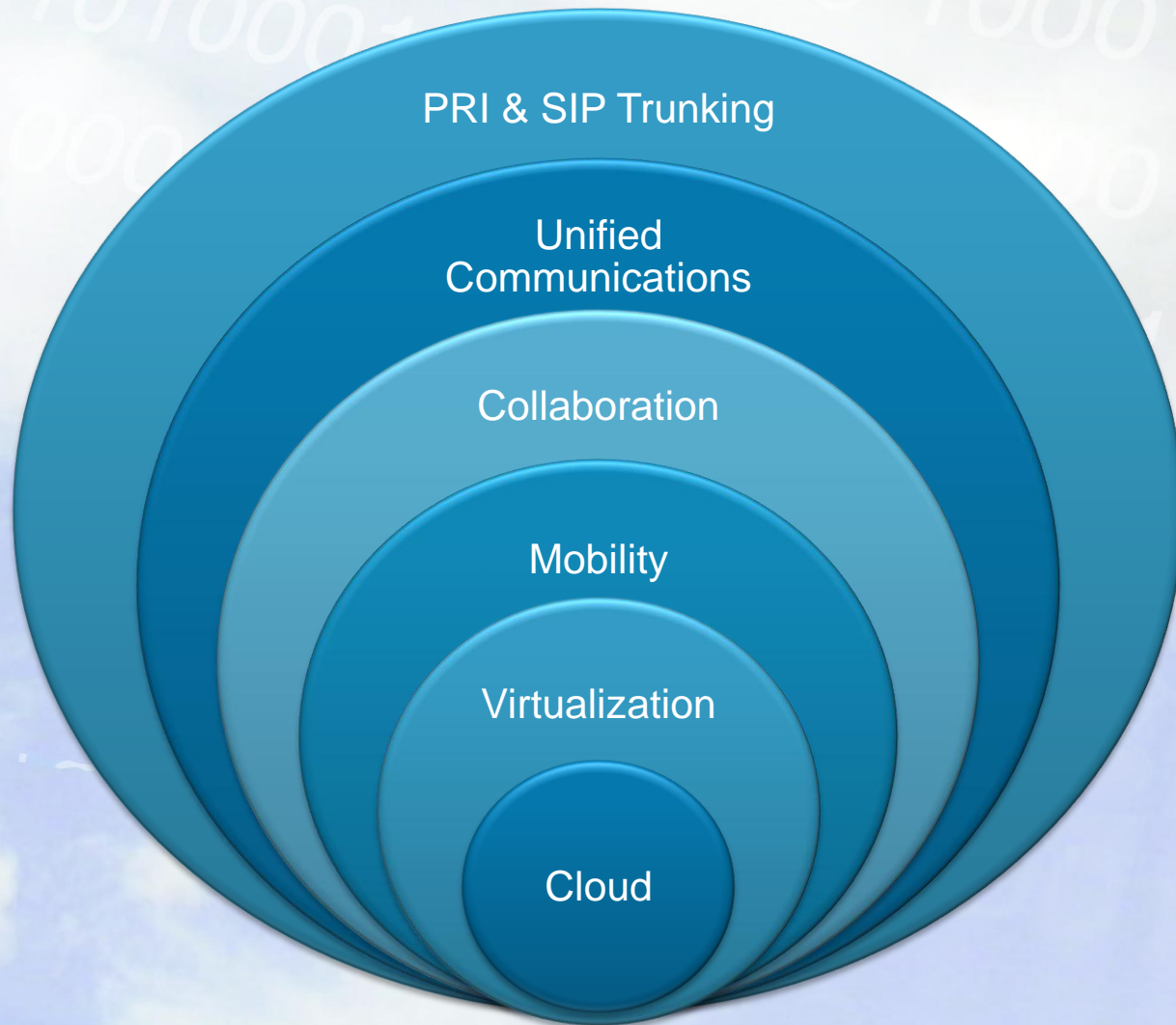
Inbound call (ANI-DNIS) to Automation software for account pop

Call rejection at the Aeonix based upon ANI

Inbound Elevator-PERS call management



Aeonix – features



What is Aeonix

Unified Communication & Collaboration solution with unique security industry features designed to meet current and future challenges of central stations & security organizations

*Scalability –
25k users**

Resiliency

*Open
Architecture*

Simplicity

**Lowest total cost of ownership (TCO) possible with
minimal IT resources required**



Aeonix – Architecture

Dual Aeonix – Dual Gateways – 100% Redundancy



100+ PRI circuits on Gateways
1000+ Analog from Gateways



Aeonix – Architecture

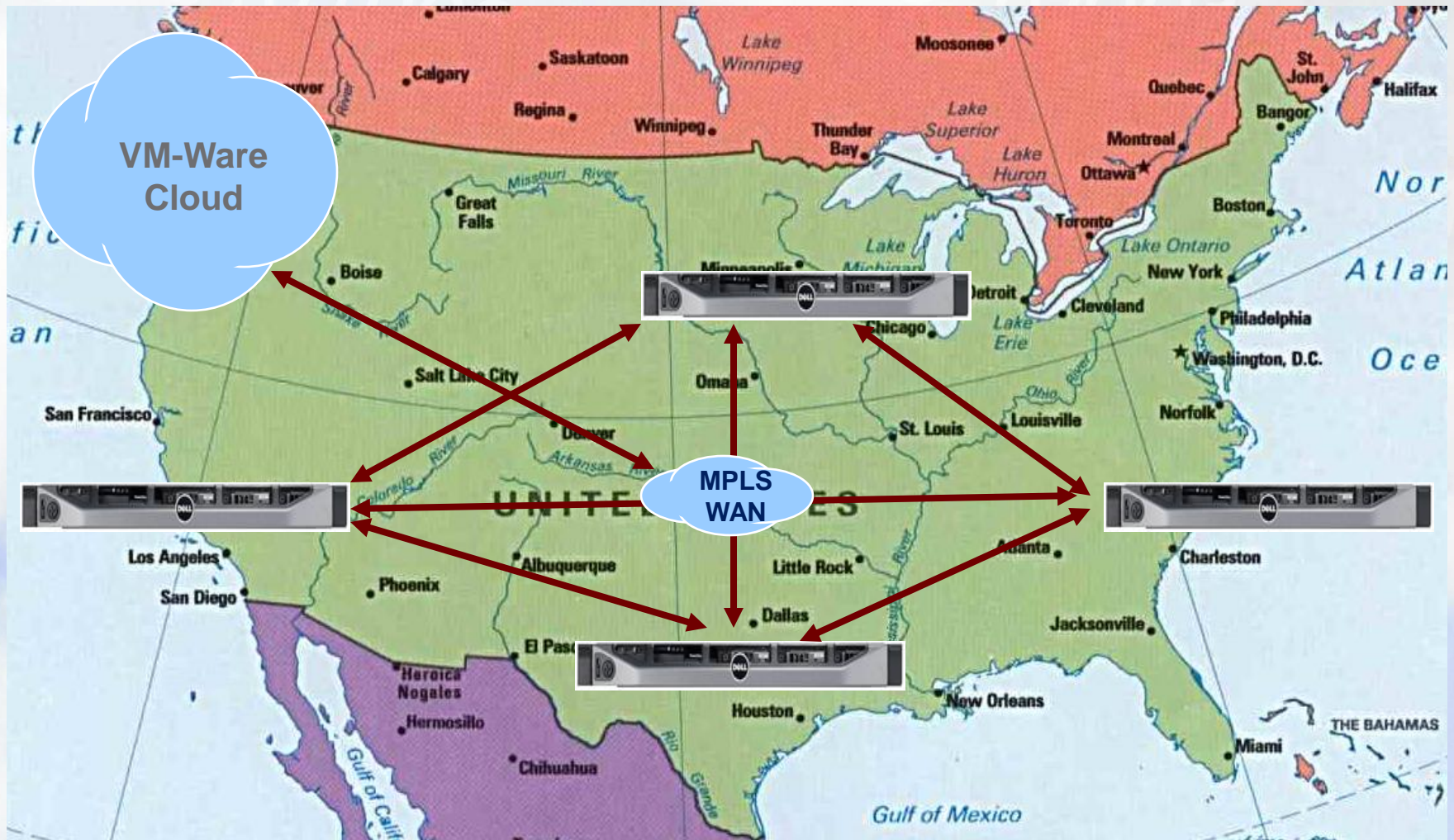
Dual Aeonix – Dual Gateways – Redundancy N+1



100+ PRI circuits on Gateways
1000+ Analog from Gateways

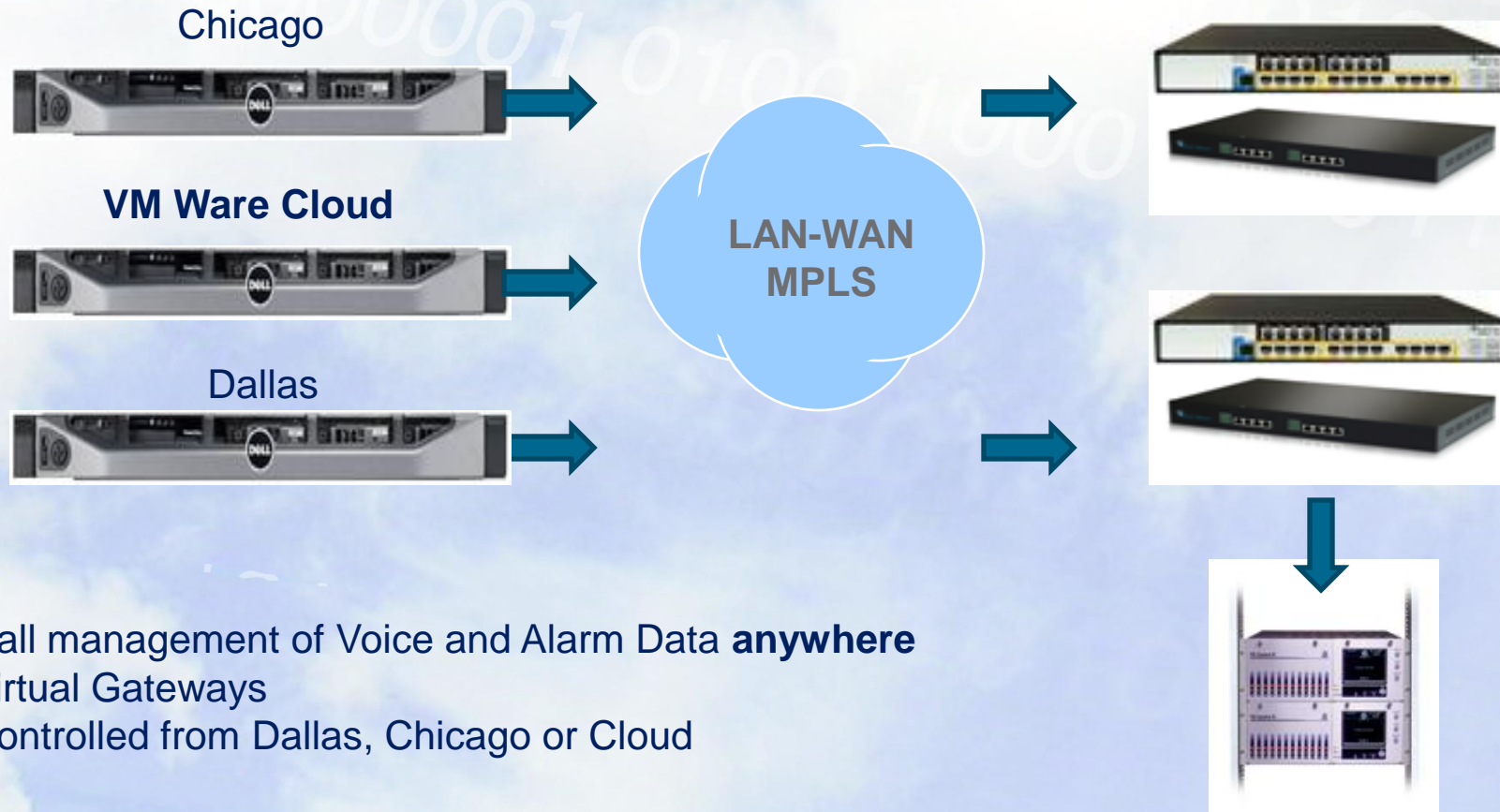


Cluster Deployments



Aeonix – Architecture

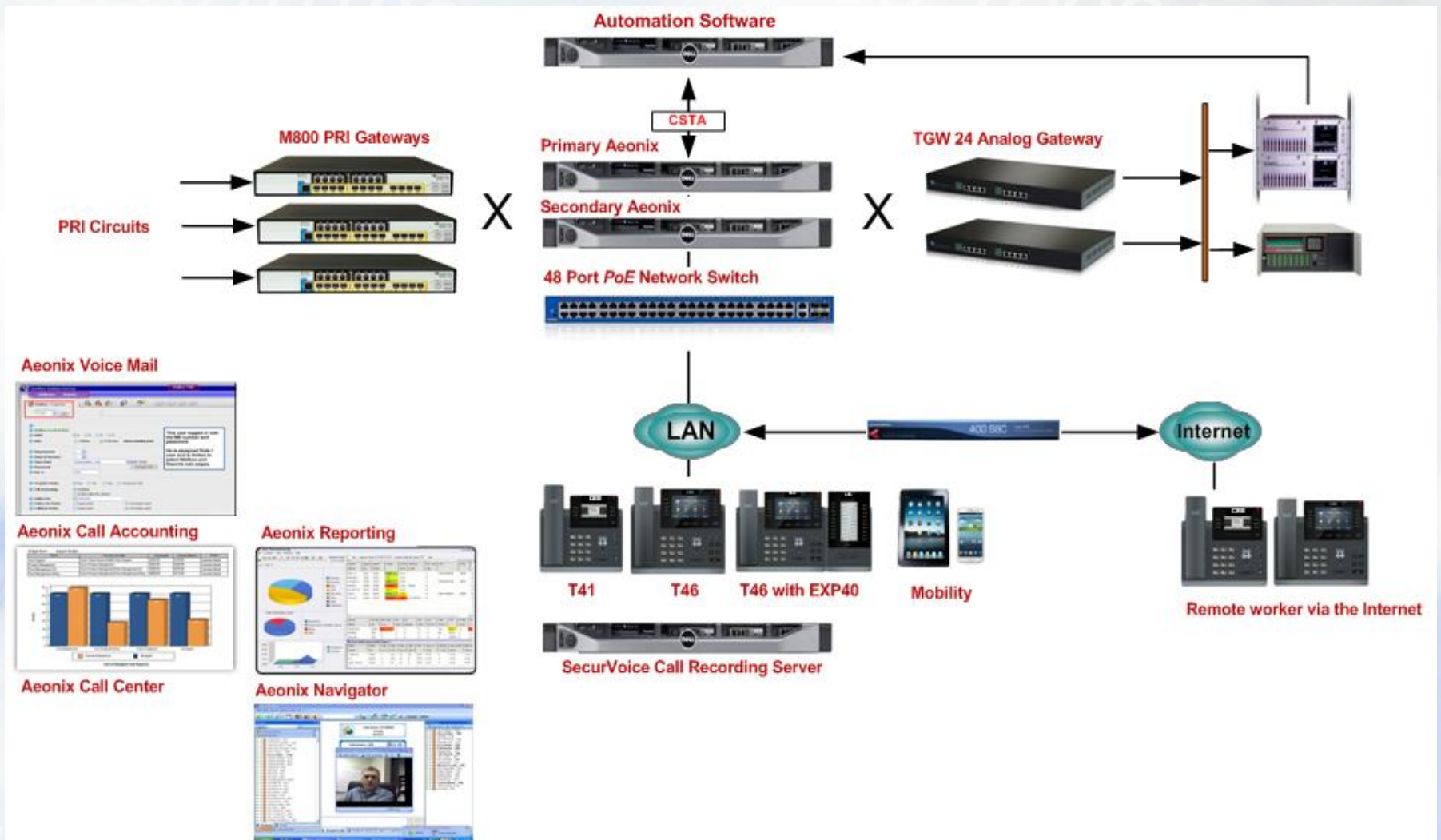
Virtual Aeonix – Virtual Gateways



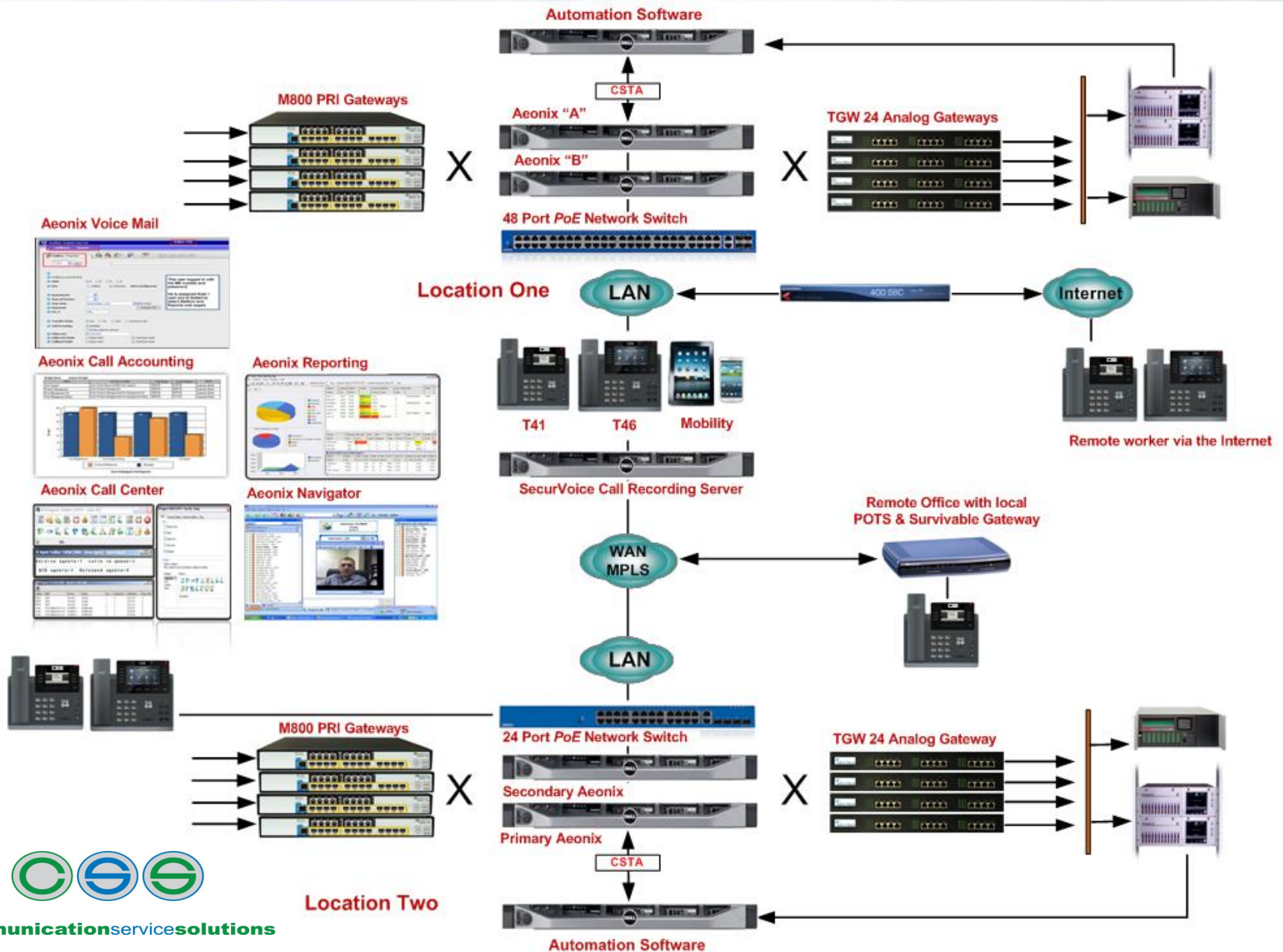
Call management of Voice and Alarm Data **anywhere**
Virtual Gateways
Controlled from Dallas, Chicago or Cloud



Aeonix – Single Location Architecture

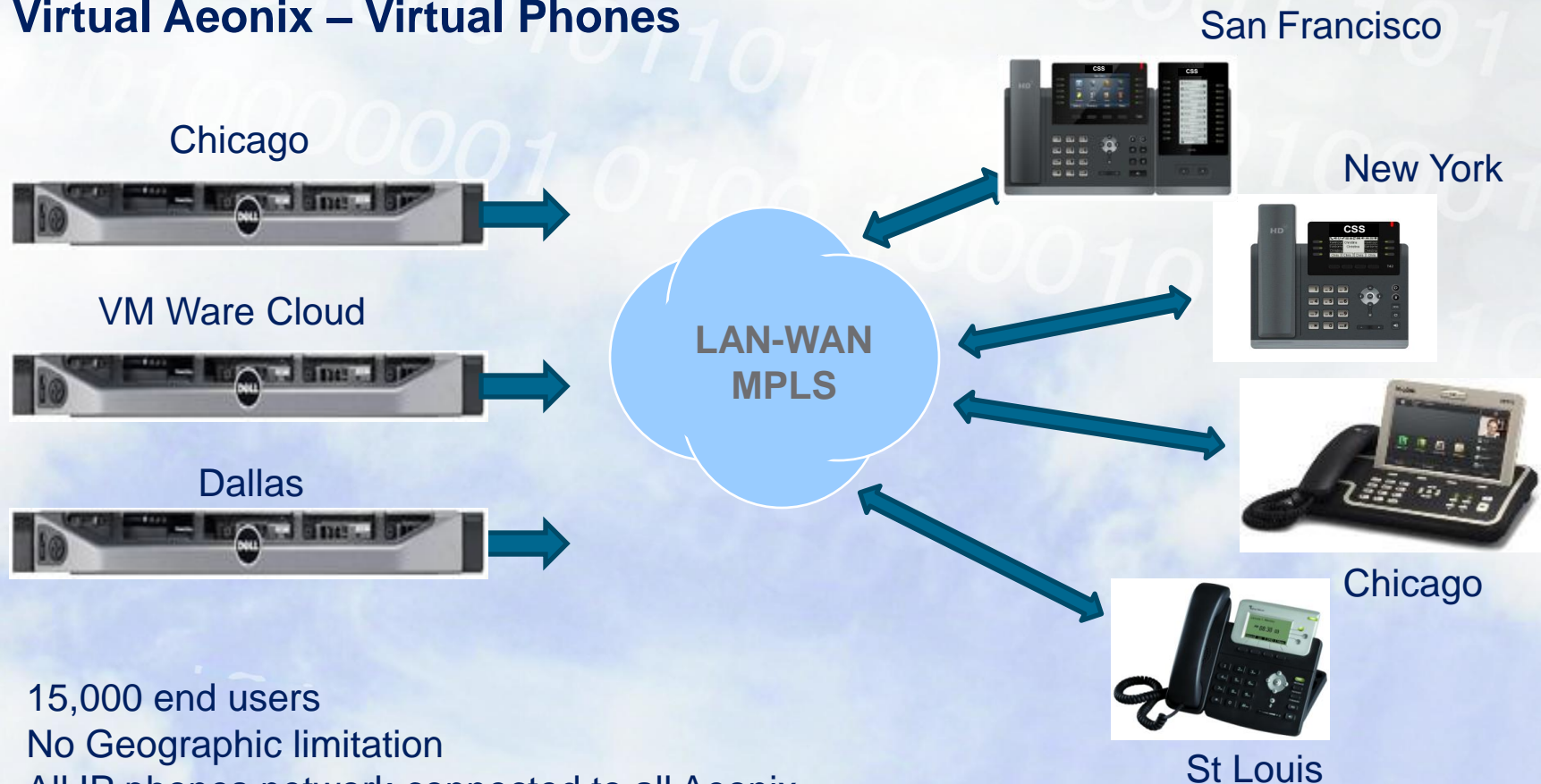


Aeonix – Multi Location Architecture



Aeonix – Architecture

Virtual Aeonix – Virtual Phones



15,000 end users

No Geographic limitation

All IP phones network connected to all Aeonix

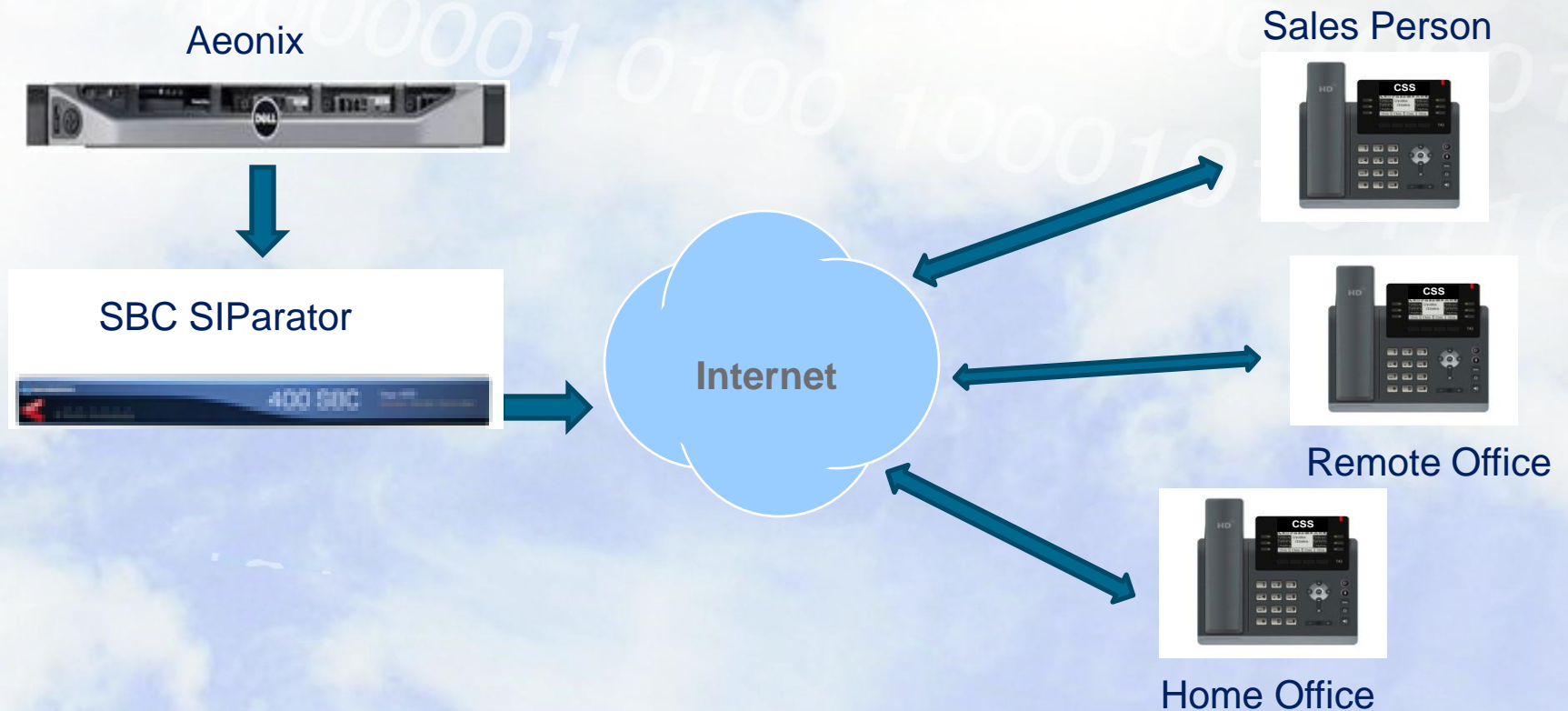
Synchronized call management with no call loss between servers

All Gateways network connected to all Aeonix

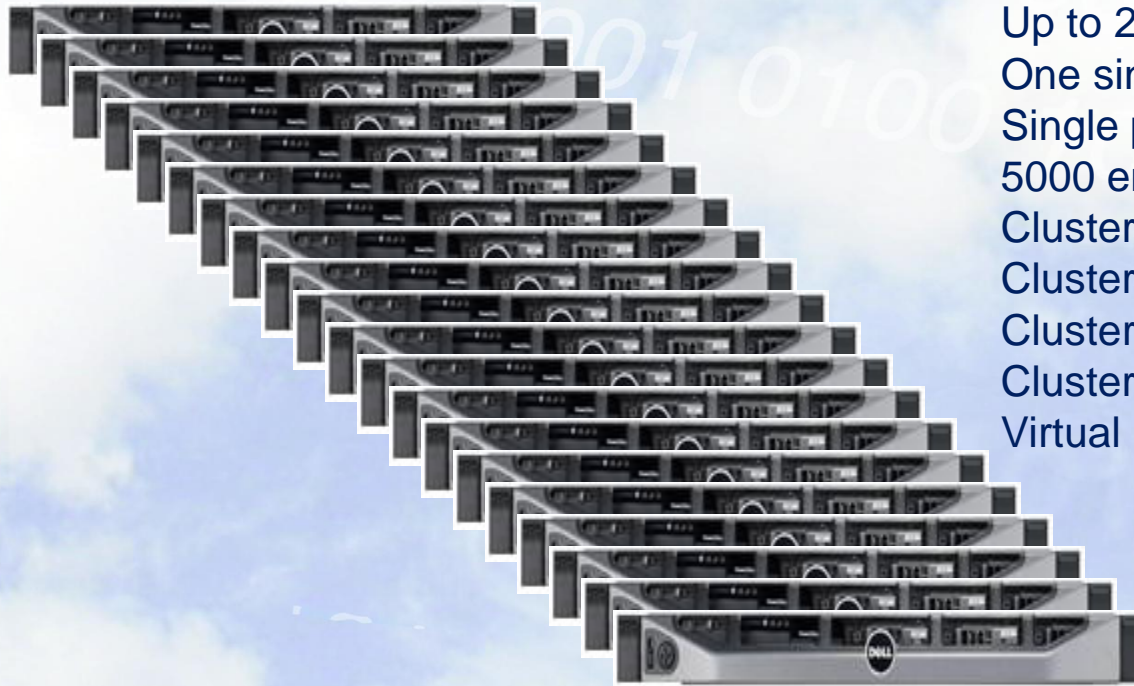


Aeonix – Architecture

Aeonix – Remote IP Phones



Aeonix – Capacity



- Up to 20 Aeonix servers per cluster
- One single synchronized data base
- Single programming entry to all Aeonix
- 5000 end points per server
- Cluster Voice Mail
- Cluster Reporting
- Cluster Desktop Management
- Cluster Fax Management
- Virtual hard and soft phone sets



Aeonix – Unified Communications

Aeonix was developed to provide UC&C Solutions

- Unified Management (Aeonix Navigator)
 - Presence
 - Voice Mail (voice & fax to e-mail)
 - Chat
 - IM
 - Collaboration – Desk – Mobile. Tab. Pad. Phone
- Microsoft Lync Integration



Aeonix – Collaboration

Bringing Collaboration to the desktop and mobile users

- Audio Bridges (Add hoc & meet me) - 125 party bridge
 - Available on demand
- Aeonix Collaboration
 - Moderator capabilities / Managed conferences
 - Document sharing and collaboration
- Video Conferencing – 15 Participants
 - Simultaneous Conferences with multiple participants per conference
 - Cost effective as well as certified market leader's solutions
 - Dynamic video layouts, automatically switched when a participant enters or leaves the conference



Aeonix – Mobility

Aeonix platform developed to provide full mobility support and capabilities

- Supported Devices – IOS, Android, Microsoft
- Location Based Services – Presence, Workforce Tracker
- Access to all phone functions from the mobile client (BYOD)
- Provisioning –Apply policies to phone (limitations, rules)
- Mobility support for all Aeonix apps (Dispatch, Navigator etc)
- Open API for developers



Aeonix – Survivability

Small Remote Office

Remote Office

Call is set between
two phones

Head Office &
Central Station

GigaSpace

Remote Office

Database Replication

Real-time update

N + 1 model

All Aeonix servers have the call in progress



Aeonix – Distributed - Cloud

Small Remote Office

Remote Office

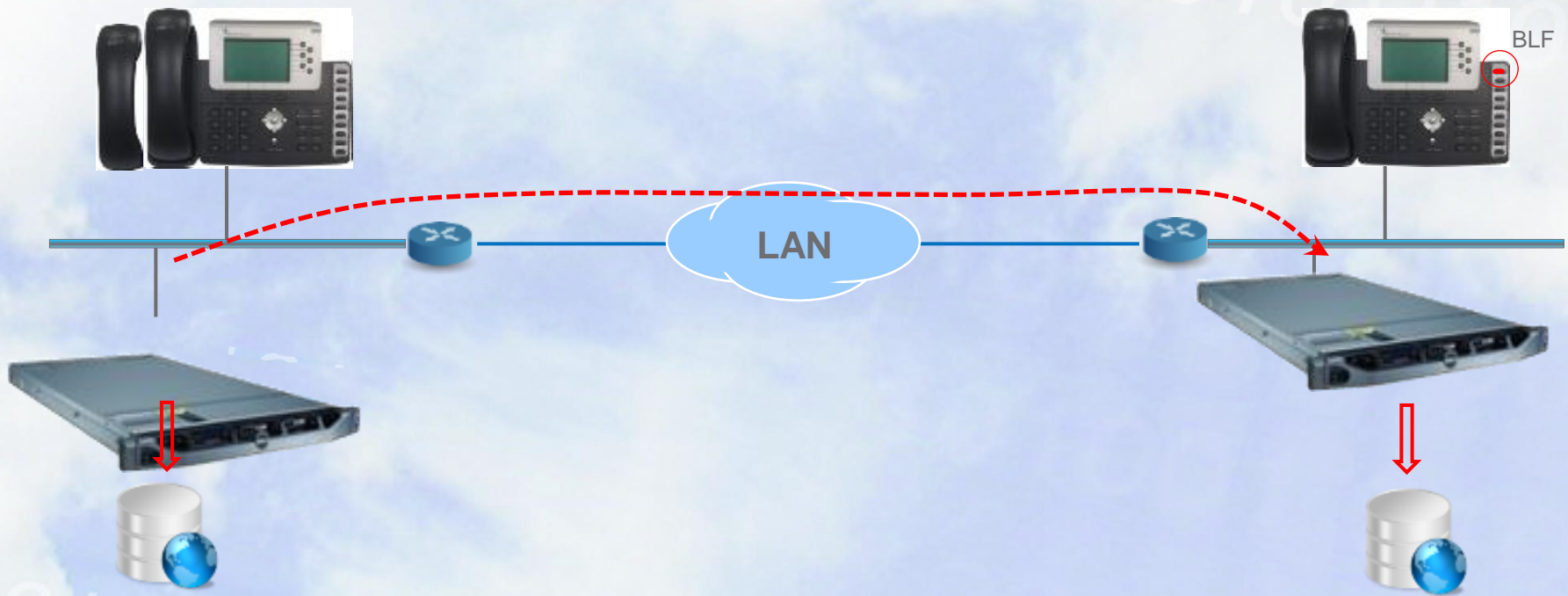
Headquarters

Remote Office

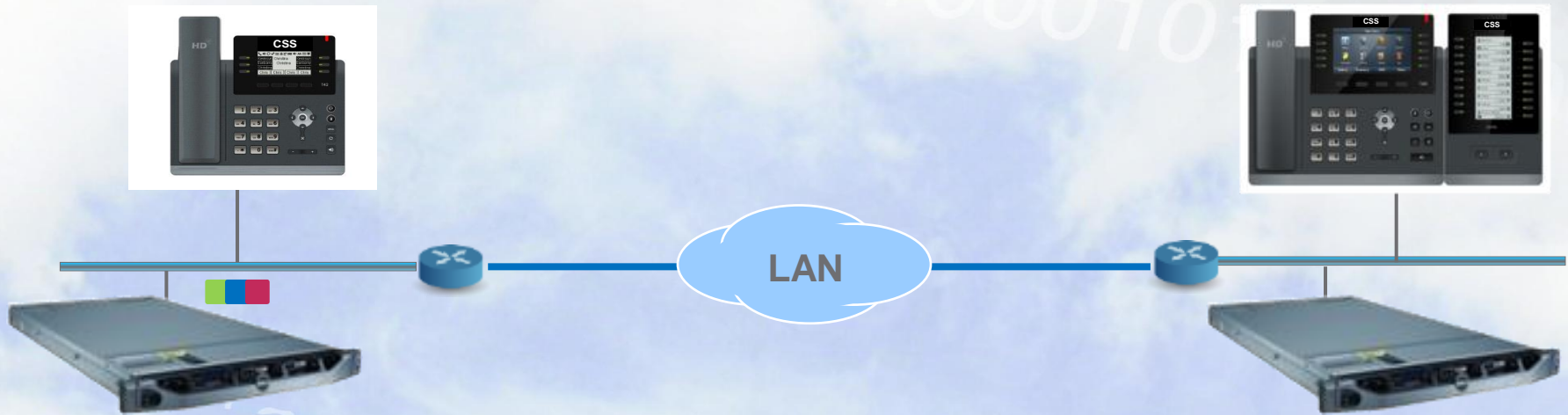


Aeonix Cluster Data Base

- Event in the system
- Data Base is updated in all Servers in the Cluster
- The Database in both server is identical



Aeonix Information Speed



- Instant update (less than 30ms)
- Bandwidth estimation : 0.25MB per server



Aeonix Active Monitoring

Cluster Status

	Server Name	Address	EPs	In Start Time	Out Start Time	Voicemail
●	TAD1 (ACD)	172.28.1.130	166			sip:172.28.5.50:5060
● ●	TAD4	192.168.15.4	74	20-Nov-2012 15:49:40	20-Nov-2012 15:49:40	
● ●	TAD3	192.168.110.16	82	21-Nov-2012 16:51:43	21-Nov-2012 16:51:43	sip:192.168.110.16:5061
● ●	TAD5	10.70.101.1	118	20-Nov-2012 01:22:33	20-Nov-2012 01:22:33	sip:10.70.100.36:5061
● ●	TAD2	172.28.1.131	62	15-Nov-2012 06:29:30	15-Nov-2012 06:29:30	

Rows 1 - 5 out of 5

Total registered EP: 502

Giga Space checks the health of the cluster

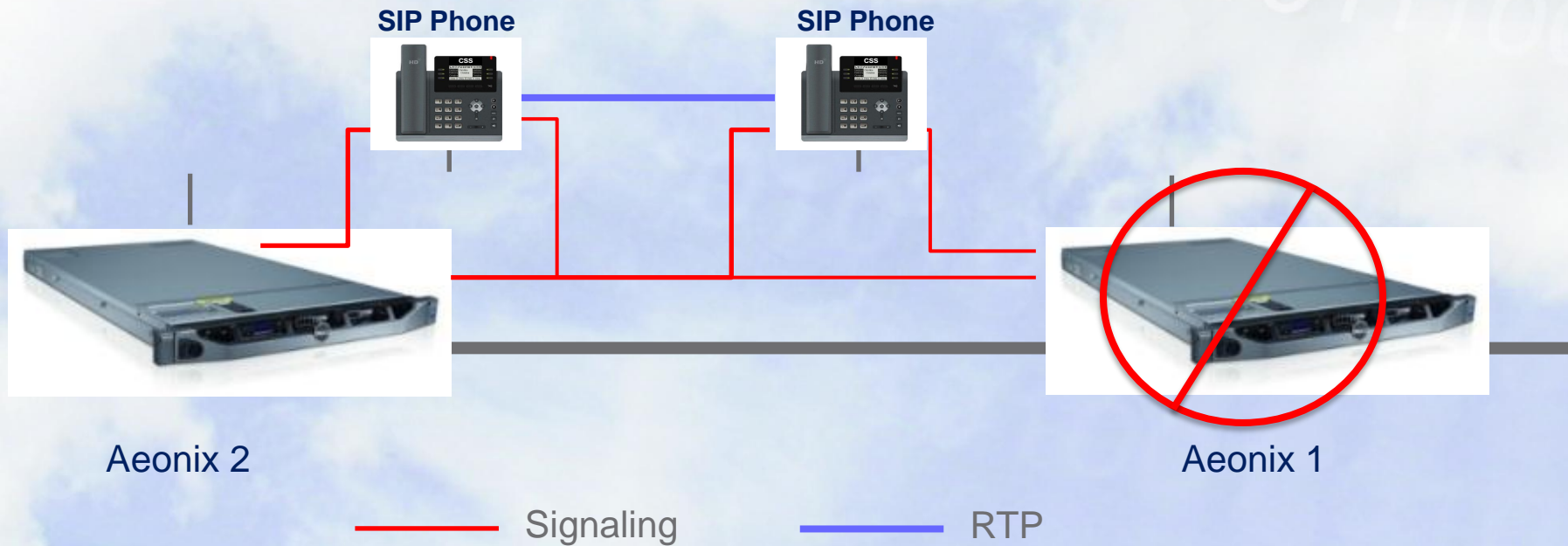
Help Refresh Start Load Balance

All Aeonix servers provide a health status



Hot Standby – Phone and Gateways

- Server Fails
- Call continues
- End points register immediately with 2nd server
- IP call is in RTP packets
- SIP signaling is managed by Aeonix #2

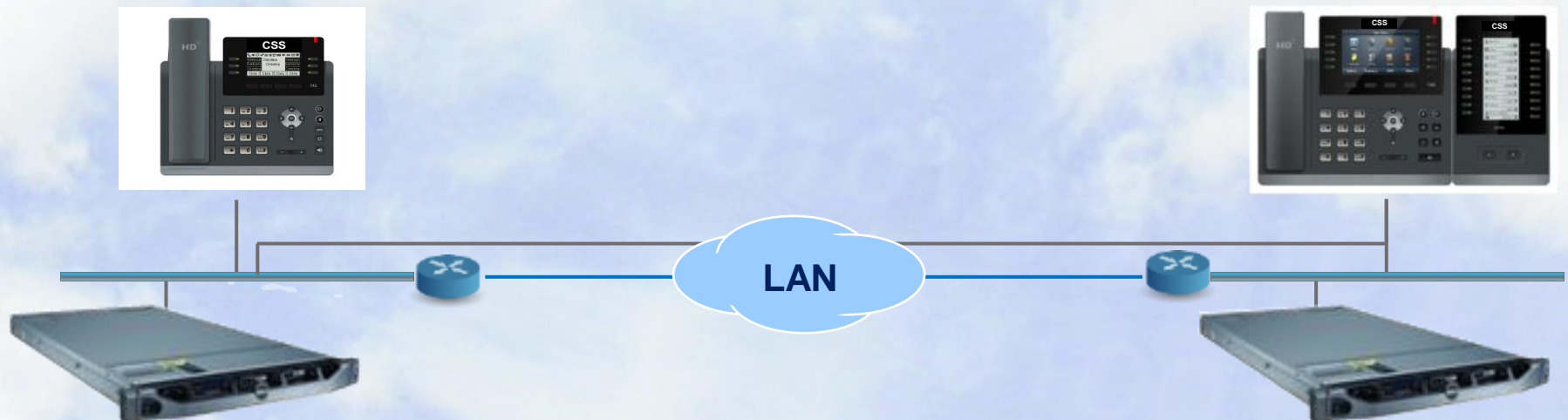


Phones “Homing”

Server Re-Introduced to the Cluster

Administrator perform Load Balancing

Idle Phones return to the original location



Cluster Load Balancing

The screenshot displays the AENIX Everlasting web interface. The top header includes the AENIX logo, the text "by Tadiran Telecom", a user greeting "Hello Avi_Ben-Ari, Nov 25, 2012", and several status icons. The left sidebar contains a "System" menu with options like Alarms, Cluster, Backup/Restore, System Parameters, Restart, License, Administration, Settings, and My Account. The main content area is titled "Cluster Status" and features a table with 7 columns: Server Name, Address, EPs, In Start Time, Out Start Time, and Voicemail. The table lists 5 servers: TAD1 (ACD), TAD4, TAD3, TAD5, and TAD2. Below the table, it indicates "Rows 1 - 5 out of 5" and "Total registered EP: 502". At the bottom of the interface, there are three buttons: "Help", "Refresh", and "Start Load Balance". The "Start Load Balance" button is circled in red.

Cluster Status

	Server Name	Address	EPs	In Start Time	Out Start Time	Voicemail
●	TAD1 (ACD)	172.28.1.130	166			sip:172.28.5.50:5060
● ●	TAD4	192.168.15.4	74	20-Nov-2012 15:49:40	20-Nov-2012 15:49:40	
● ●	TAD3	192.168.110.16	82	21-Nov-2012 16:51:43	21-Nov-2012 16:51:43	sip:192.168.110.16:5061
● ●	TAD5	10.70.101.1	118	20-Nov-2012 01:22:33	20-Nov-2012 01:22:33	sip:10.70.100.36:5061
● ●	TAD2	172.28.1.131	62	15-Nov-2012 06:29:30	15-Nov-2012 06:29:30	

Rows 1 - 5 out of 5

Total registered EP: 502

Buttons: Help, Refresh, Start Load Balance



Aeonix CTI Control – CSTA - API

Automation Software
&
Applications



CSTA



Aeonix



SIP

HTTP



Enable Automation Software to read Aeonix configuration and to update Aeonix configuration
Enable 3rd party applications to read Aeonix configuration and to update Aeonix configuration



Telephones

Full SIP Phone Product Portfolio

T41/42



T46

Optional 20 button side bar – max 6



T320P



T322P

Lower cost phones



**Color Video Phone
VP530**



**Soft Phones
&
Mobility**



Voice Mail & Unified Messaging

SIP base Voice Mail

SIP based Unified Messaging-voice mail to in-box

Up to 64 voice mail ports per server

Clustering for redundancy

Multi Language. English-Spanish-Italian-Hebrew-Russian

1000+ Voice Mail boxes

Fax Management – inbound-outbound fax to person or department

Company Auto Attendant

999 notifications for departments

IVR

Scripts

Transcription

Text to Speech



Aeonix +Voice Mail

A screenshot of the SEA MAIL ADMINISTRATION web interface. The interface has a blue header with the title "SEA MAIL ADMINISTRATION" and a navigation menu with tabs: Mailboxes, Department, CDS, Site Parameters, PBX, Utilities, Reports, Registry, Applications, and SMDR. The main content area is titled "Mailbox - Properties" and shows a search bar with "2698" entered. Below the search bar, there are several configuration sections: 1. Call Record Timer: A dropdown menu set to "English" and a checkbox for "Unlimited". 2. Message Monitor Duration: A dropdown menu set to "English" and a checkbox for "Unlimited". 3. Mailbox Language: A dropdown menu set to "English". 4. Fax DID: A text input field. 5. Fax Target: A text input field. 6. PA Paging Mode: Radio buttons for "None", "Always", "Night", and "Day". 7. Copy To: A section with checkboxes for "Priority", "Regular", "Confidential", "Reply", "Fax", "E-Mail", "System", and "Group". 8. Wake Up: A section with radio buttons for "One-time" and "Normal", and a checkbox for "Week Day" with a time range of 12:25 PM to 7:04 PM. There are also checkboxes for "Week End" and "Week Day" with time ranges.

Voice Mail & Unified Messaging



Call Management



Our office will be closed
for the holidays



Good Morning
Buenos dias

**ANI
DNIS**

You will now be routed to
Company A



Enter your Zip Code to be
transferred



For sales press 1, for
accounting press 2, for



Not available. Press 1 to
page me, 2 to be
transferred to my cell..3 to
leave a message



Voice & Video Conferencing

Voice Conferencing

125 party conference bridge

Multiple conference profiles with the 125

Standard in the Aeonix

Video Conferencing

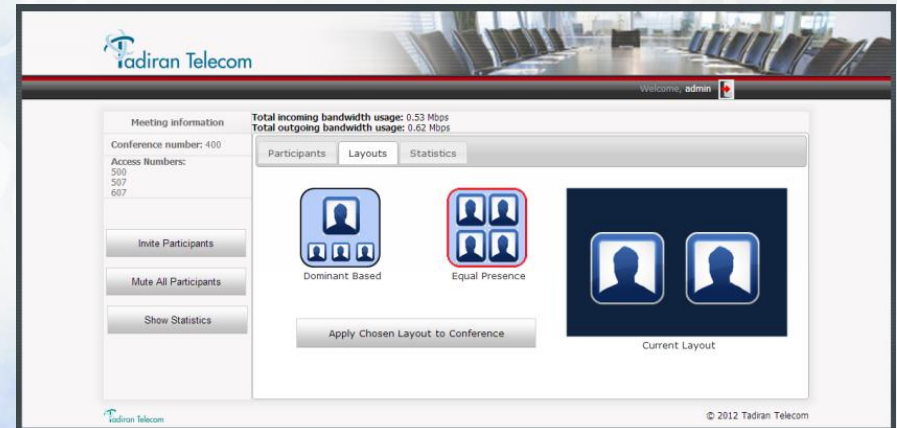
15 participants per conference

30 frames per second

Web based management

Video conference server

Option to the Aeonix



Navigator Personal Call Management

Desktop Management

Incoming Call information

Automated Outbound calls

Outlook Interface

Company Directory

Personal Directory

Conference Management

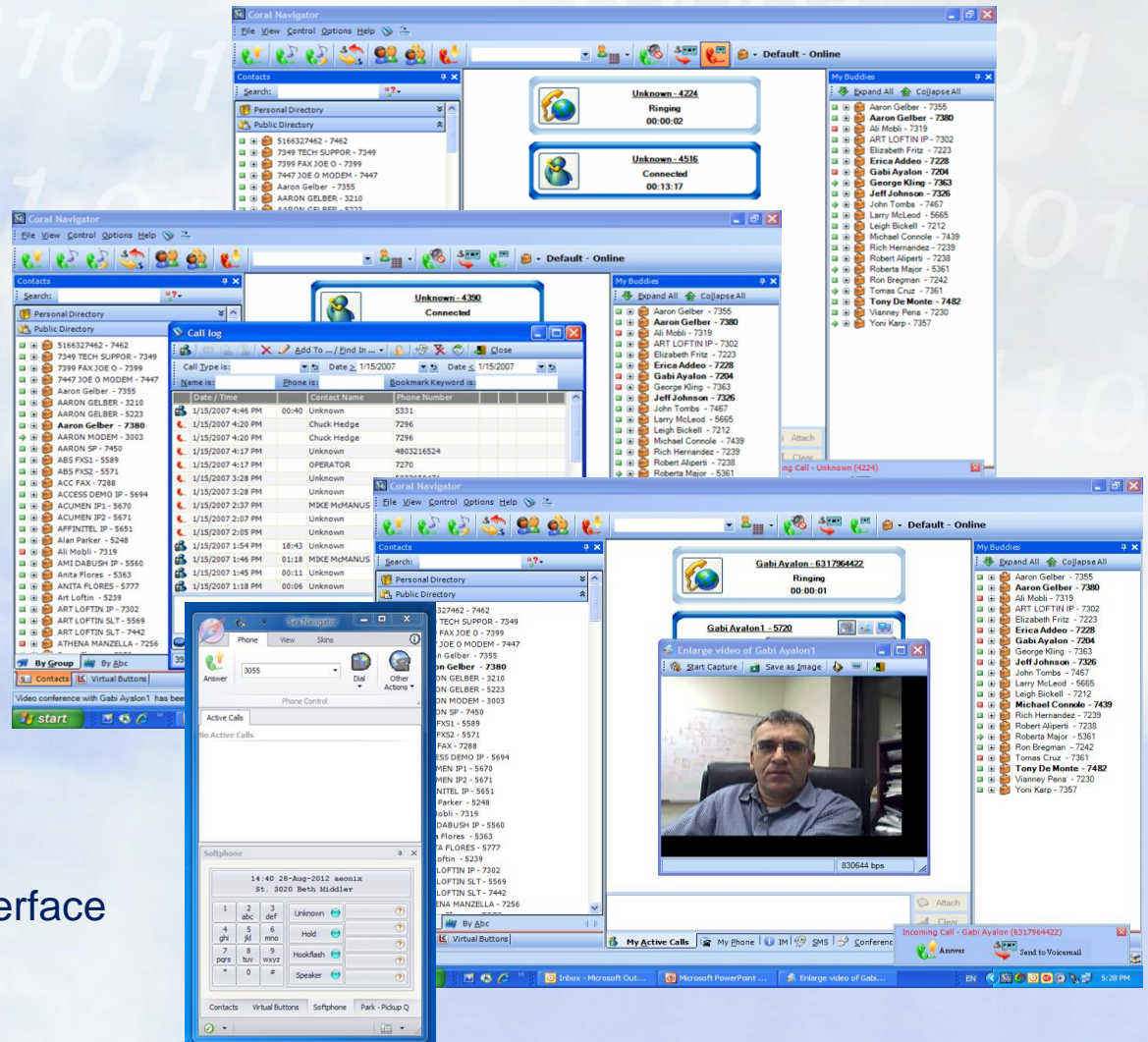
Private IM – SMS

Operator skill set Login

Call handling

Peer to peer video

Your Desktop Telephony Interface



Call Accounting & Reporting

Collect & Analyze Call records from Multiple Sources

Reduce telecommunications expenses with complete chargeback visibility

A large variety of real-time and historical reports for statistical and operational purposes

Integrate with corporate systems such as ERP

Search call records to target specific activities

Monitor Real-time fraud detection, excessive usage, and inactivity alerts

Can handle multiple streams of information from each Aeonix server



The screenshot displays the FEUNX Call Accounting software interface, showing a list of devices and personnel.

Devices Table:

Device Name	Device Type	Device ID	Device Description	Device Status
1000	Mobile	1000	Mobile Phone	Active
1001	Mobile	1001	Mobile Phone	Active
1002	Mobile	1002	Mobile Phone	Active

Personnel Table:

Personnel Name	Personnel ID	Personnel Description	Personnel Status
1000	1000	Personnel	Active
1001	1001	Personnel	Active
1002	1002	Personnel	Active



ACC Management & Reporting Software

Essential tools for internal investigation

Live Statistics

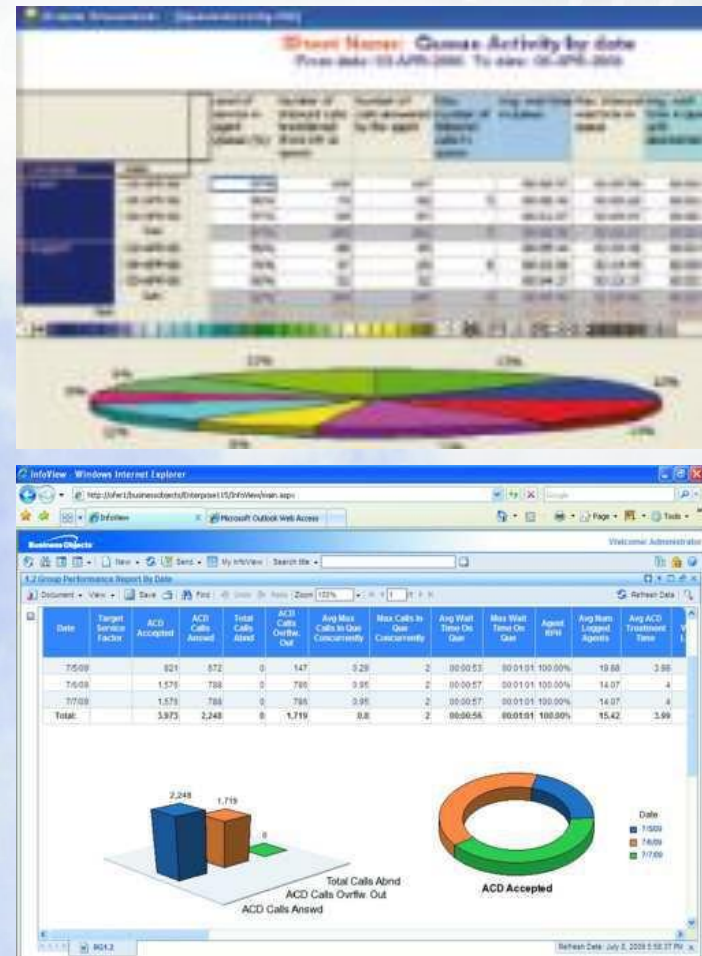
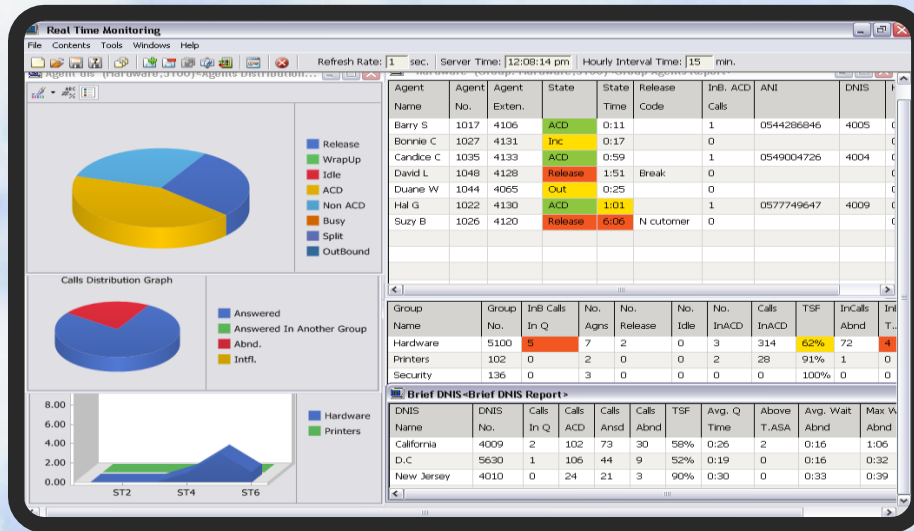
ACD Reports

DID/DNIS Reports

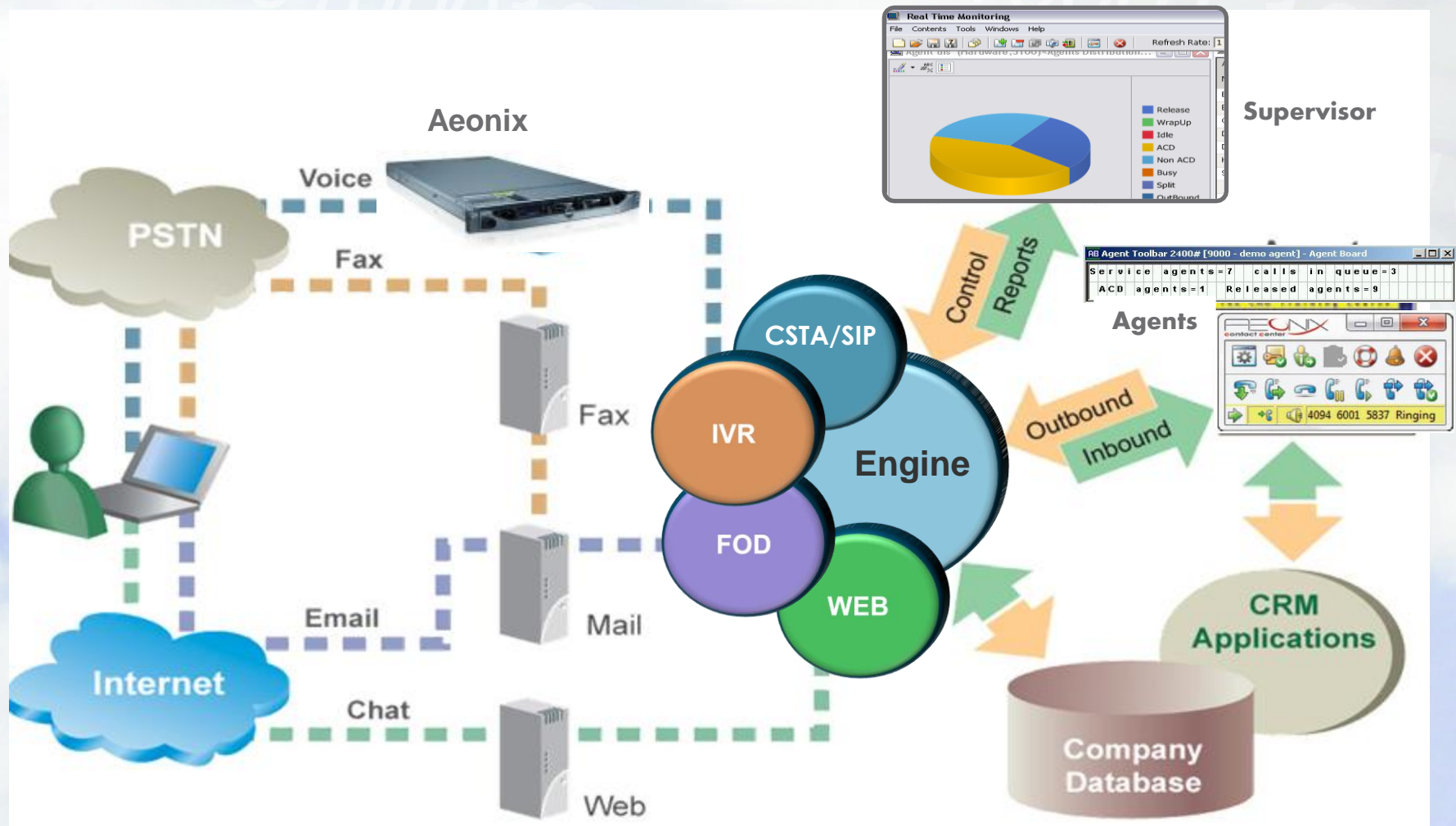
Interval hour by hour reports

Formula Editor

Hold-Idle time reports



ACC Management & Reporting Software



Aeonix Administration

Tadiran Telecom

Admin Menu	system admin			
Home	 MODERATORS	 SYSTEM CONFIGURATION	 SERVICE SELECTION	 SYSTEM STATUS
Moderators				
System Configuration				
Service Selection				
System Status	 MAINTENANCE	 CONFERENCES	 FIREBAR CONFERENCES	 MASS NOTIFICATION
Maintenance				
Conferences				
Firebar Conferences				
Mass Notification	 REAL VIEW	 REPORTS	 MANAGE PROFILE	 HELP
Real View				
Reports				
Manage Profile				
Help	 LOGOUT			
Log out				



Call Recording



communicationservices**solutions**

SecurVoice Call Recording and Automation software interface



What is SecurVoice

Call recording platform for IP, Analog & Digital

Video – Screen recording platform*

Live Operator Monitoring *

Remote and Local recording solution

Browser based application

Interface to all major Automation Software

Agent Evaluation

Report Builder

Dispositions

Salesforce interface *

option*



SecurVoice Features

100% .Net Technology

Run management reports with report builder

Scalable from 4 to 4 thousand channels

MySQL Server support

Network based storage with auto backup

Save and Email recordings

Bookmark recordings

Evaluation and scoring

Multi level Permission based access

Record on Demand

Free agent seating (Bob to Mary to John)



SecurVoice User Interface

Administrator [Settings](#) · [Help](#) · [Sign out](#)

Recordings [New recordings](#) [Recordings](#) Page:

Select... With selected... Replace column... Displaying 150 results Results: Rows:

	Name	Start	Length	Called	Calling	Custom	Disposition		
<input type="checkbox"/>	Long, Jeffrey	Jun 21, 2006 8:30:57 AM	00:07:46		8003836971	Service		3	75% / 4
<input type="checkbox"/>	Baker, Tammy	Jun 21, 2006 8:30:53 AM	00:07:20	8003711781		Service	Call Reviewed	0	15%
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:30:52 AM	00:00:16	video.avi	8003353751		Sale Made	2	50% / 5
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:30:49 AM	00:00:08	video2.avi		Orange		4	79% / 5
<input type="checkbox"/>	O'Leary, Chris	Jun 21, 2006 8:30:47 AM	00:00:12	video5.avi	8003316541	Orange		0	46% / 6
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:30:43 AM	00:00:22	video3.avi	8003501661	06060701	Color Box	0	100%
<input type="checkbox"/>	Williams, Michael	Jun 21, 2006 8:30:42 AM	00:00:03	video4.avi				0	
<input type="checkbox"/>	Johnson, Dustin	Jun 21, 2006 8:30:38 AM	00:07:48	8003726931		Marketing	Delicious	0	12% / 7
<input type="checkbox"/>	Ashland, Gary	Jun 21, 2006 8:30:34 AM	00:03:53			06060701	Random Color I F	1	100% / 3
<input type="checkbox"/>	Brown, Mike	Jun 21, 2006 8:30:25 AM	00:02:17					2	27% / 3
<input type="checkbox"/>	O'Leary, Chris	Jun 21, 2006 8:30:22 AM	00:00:12	video6.avi	8003579451	123456	Demo	0	98% / 2
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:30:22 AM	00:07:31	event2.wav		ThirdOption		7	91% / 3
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:30:16 AM	00:01:03	event1.wav	8003435851		A Bright One	0	14%
<input type="checkbox"/>	Brown, Mike	Jun 21, 2006 8:30:09 AM	00:00:15			abcdf		6	33% / 7
<input type="checkbox"/>	O'Leary, Chris	Jun 21, 2006 8:29:56 AM	00:04:45	8003134111		1		0	12% / 3
<input type="checkbox"/>	0052	Jun 21, 2006 8:29:54 AM	00:08:05		8003198471	Service	Look At The Box	0	100% / 6
<input type="checkbox"/>	Long, Jeffrey	Jun 21, 2006 8:29:44 AM	00:03:30	8003912651		Green		1	50% / 2
<input type="checkbox"/>	O'Neal, Mike	Jun 21, 2006 8:29:44 AM	00:03:20	8003388411		Red		0	100% / 2
<input type="checkbox"/>	Payne, Julie	Jun 21, 2006 8:29:42 AM	00:00:33	video8.avi	8002406381		Not Red	0	75% / 2
<input type="checkbox"/>	Hopkins, Fred	Jun 21, 2006 8:29:42 AM	00:00:17	video7.avi	8003585991			0	67% / 6

Brown, Mike 00:00:03 00:00:07 00:00:11

June 21st, 2006 8:30:09 AM Paused Channel 0019 24 KB 00:00:15



SecurVoice Evaluations

Administrator [Settings](#) [Help](#) [Sign out](#)

Recordings [New recordings](#) [Recordings](#)

Page: Select...

Select...
With selected...
Displaying 150 results
Rows: 20

	Name	Date	Length	Called	Calling	Custom	Disposition	Comments	Score
<input type="checkbox"/>	Long, Jeffrey	06/21/2006 08:30:57 AM	00:07:46		8003836971	Red	Hot Call	0	
<input type="checkbox"/>	0026	06/21/2006 08:30:53 AM	00:07:20	8003711781			Success	0	
<input type="checkbox"/>	Thomas, Mike	06/21/2006 08:30:52 AM	00:04:10		8003353751		Sale Complete	0	
<input type="checkbox"/>	Thomas, Mike	06/21/2006 08:30:49 AM	00:00:06	8003989791		111908-1	Not Red	2	100% / 3
<input type="checkbox"/>	Smith, Chris	06/21/2006 08:30:47 AM	00:06:16		8003316541		Call Customer La	0	46% / 6
<input type="checkbox"/>	Thomas, Mike							0	
<input type="checkbox"/>	Williams, Michael							0	
<input type="checkbox"/>	Johnson, Dustin							0	12% / 7
<input type="checkbox"/>	Ashland, Gary							0	
<input type="checkbox"/>	Doe, John							0	
<input type="checkbox"/>	Smith, Chris							0	56%
<input type="checkbox"/>	Thomas, Mike							6	67% / 2
<input type="checkbox"/>	Thomas, Mike							0	
<input type="checkbox"/>	Brown, Mike							0	
<input type="checkbox"/>	Johnson, Dustin							0	
<input type="checkbox"/>	Smith, Chris							0	
<input type="checkbox"/>	Doe, John							0	100% / 6
<input type="checkbox"/>	Long, Jeffrey							0	
<input type="checkbox"/>	Thomas, Mike							0	
<input type="checkbox"/>	Payne, Julie							0	75% / 2

Give Evaluation

- ☐ [Agent](#)
- ☐ [Campaign 2](#)
- ☐ [Example Form](#)
- ☐ [LongText](#)
- ☐ [MyFirstForm](#)
- ☐ [Sale Event](#)

Open

Did the agent announce their name and the name of the company?

☒ Yes

☐ No

☐ Not Applicable

How did customer respond to the opening statement?

☐ Excellent

☐ Very Good

☐ Good

☐ Fair

☐ Poor

☐ Not Applicable

View Evaluation

Thomas, Mike

June 21st, 2006 8:30:43 AM

24 KB 00:00:22

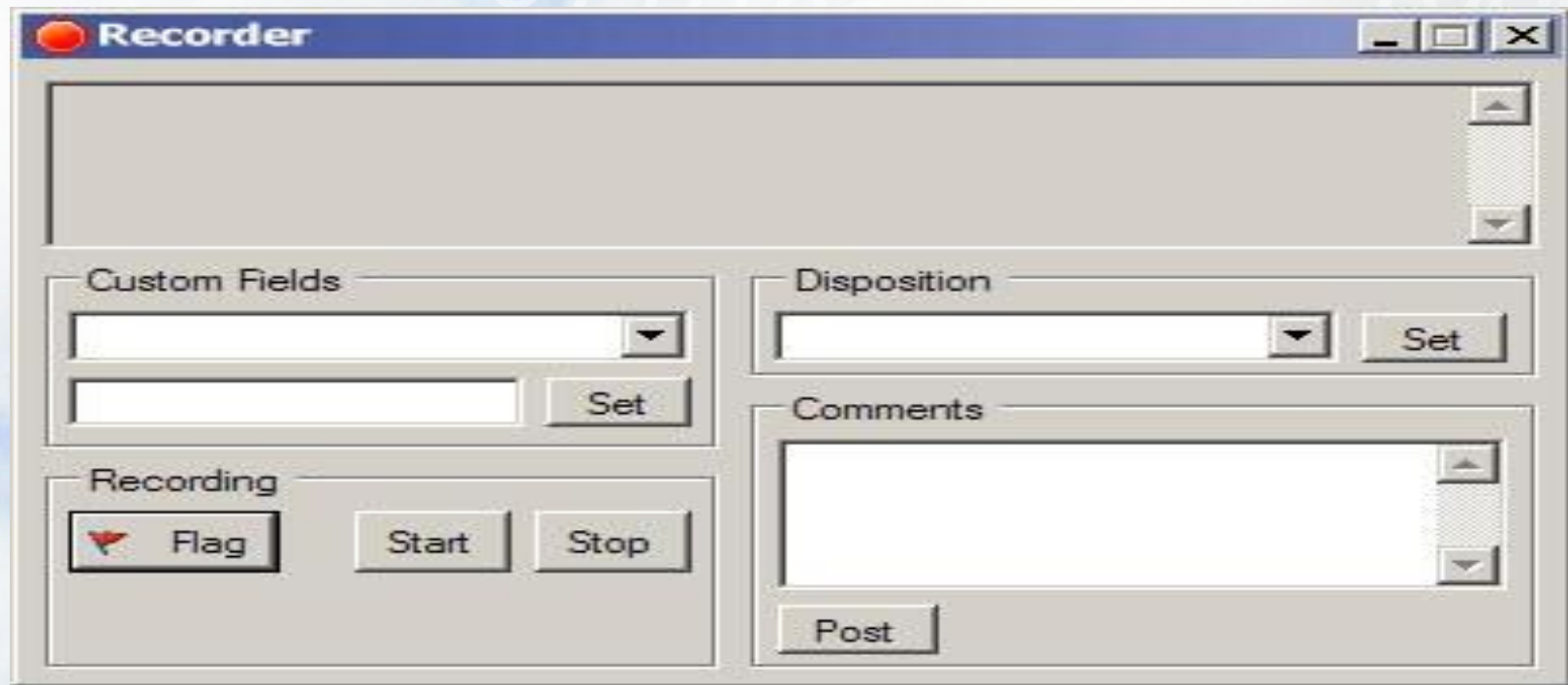
[close window](#) [history](#)

- Administrator - Bookmarks
- Administrator - Played
- Administrator - Played
- Administrator - Played
- Administrator - Played

SecurVoice Custom Reports & Analytics



SecurVoice Quick Record



The image shows a screenshot of a software window titled "Recorder". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. The main area of the window is divided into several sections:

- Custom Fields:** A section with two text input fields. The first field has a dropdown arrow on its right side. Below it is another text input field followed by a "Set" button.
- Disposition:** A section with a text input field and a dropdown arrow on its right side, followed by a "Set" button.
- Comments:** A section with a large text area for comments, featuring scrollbars on the right side. Below the text area is a "Post" button.
- Recording:** A section containing three buttons: "Flag" (with a red flag icon), "Start", and "Stop".



SecurVoice Alarm Notifications

The screenshot displays the SecurVoice 4.1 web interface within a Windows Internet Explorer browser. The browser's address bar shows the URL `http://71.146.252.233/manage/alarms.aspx`. The page title is "CSS SecurVoice 4.1 - Windows Internet Explorer provided by CK Telephone & Data Services".

The interface includes a navigation menu on the left with links: [Backup](#), [Database](#), [Line Sync](#), [Network](#), [Purge](#), [Recording](#), [Storage](#), and [Transfer](#). The "Storage" link is currently selected.

The main content area is titled "Alarms" and includes a "Page: Select..." dropdown. It is divided into three sections:

- Alarm Properties:** This section contains fields for "Name" (set to "Storage"), "Event log" (checked), "Email" (checked), "Retries" (set to 3), "Retry interval" (set to 10), and "Escalate after" (set to 30). There are "Apply" and "Cancel" buttons at the bottom of this section.
- Email addresses:** This section is divided into "Immediate" and "Escalated" categories. Under "Immediate", there is a list item "dustink@cktelephone.com" and a link "New Email Address". Under "Escalated", there is a link "New Email Address".
- Alarms:** This section shows "None" and a "Refresh" dropdown set to "3 seconds".
- Alarm History:** This section shows "None" and a vertical scrollbar.

The Windows taskbar at the bottom shows the "start" button, several open applications (Inbox - Microsoft Out..., 2009 Presentation.ppt, Screen Shots), and the active window "CSS SecurVoice 4.1 - ...". The system clock indicates the time is 1:12 PM.



SecurVoice Help

The screenshot shows a Windows Internet Explorer browser window titled "CSS SecurVoice 4.1 - Windows Internet Explorer provided by CK Telephone & Data Services". The address bar shows the URL "http://71.146.252.233/help.aspx?q=57". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for navigation and actions. The main content area displays the "Help" page for "CSS SecurVoice 4.1". At the top of the help page, there are links for "Administrator", "Settings", "Help", and "Sign out". Below these links is a "Page:" dropdown menu set to "Select...". The main content area is divided into two columns. The left column contains a "Help" section with a "New recordings" link and a "Recordings" link. Below these links is a "Topics » Alarms" section. The right column contains a "Search Help" section with a search input field and a "Search" button. The main content area lists several alarm types and their descriptions:

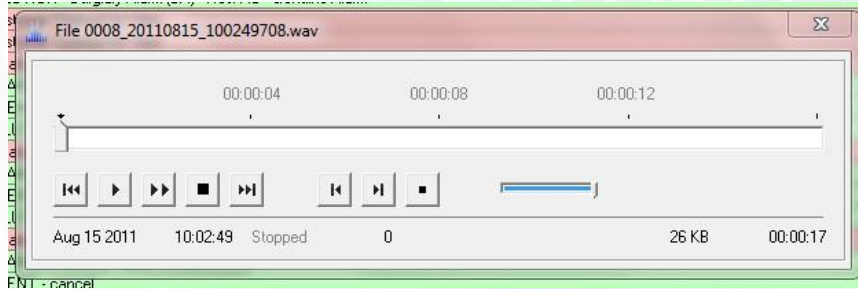
- Backup**
The Backup process was unable to copy files to the location specified in the 'System Parameters' 'Backup path'. It could be an invalid backup path, or the Storage Service does not have access permissions to that location.
- Database**
A connection to the database has been dropped. Either the database was shutdown, crashed, or a network connection to the database was lost.
- Line Sync**
The wiring for a particular phone to the recorder has been disconnected. This is either a wiring problem or the phone is disconnected.
- Network**
One piece of our software cannot communicate with another one. This can happen if the physical network is disconnected, a machine is rebooted, or a service is stopped or quits operating properly.
- Purge**
Files are unable to be deleted from primary storage. Either the primary storage location is inaccessible or corrupt.
- Recording**
An Audio Recorder was unable to create a recorded file or database record for a call that was supposed to be recorded. This could happen if the temporary storage is full or corrupt, there is a compression problem, or there is an encryption problem.
- Storage**
The storage location has passed the alarm threshold and is about to fill up. The Storage Service or Audio Recorder can send a storage alarm.
- Transfer**
An Audio Recorder was unable to transfer a recorded file to the Storage Server. This would happen if a network connection drops.

The Windows taskbar at the bottom shows the Start button and several open applications: "Inbox - Microsoft Out...", "2009 Presentation.ppt", "Screen Shots", "CSS SecurVoice 4.1 - ...", and "untitled - Paint". The system clock in the bottom right corner shows "1:15 PM".



SecurVoice with Automation Interface

Easy, quick and simply retrieval of a call associated to an event



Voice Recordings

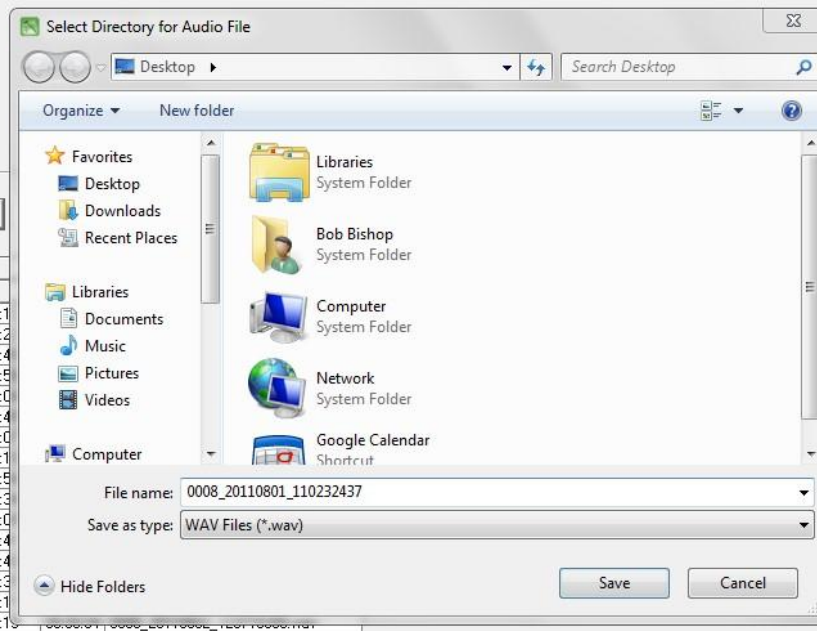
Recorder: SecurVoice Voice Recorder

Channel: Cube 8 (BobB)

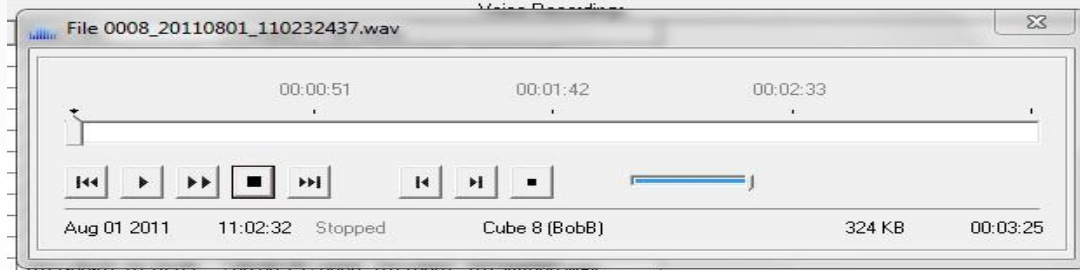
From: 08-01-2011 00:00:00

To: 08-15-2011 23:59:59 ☒ Allow time overlap

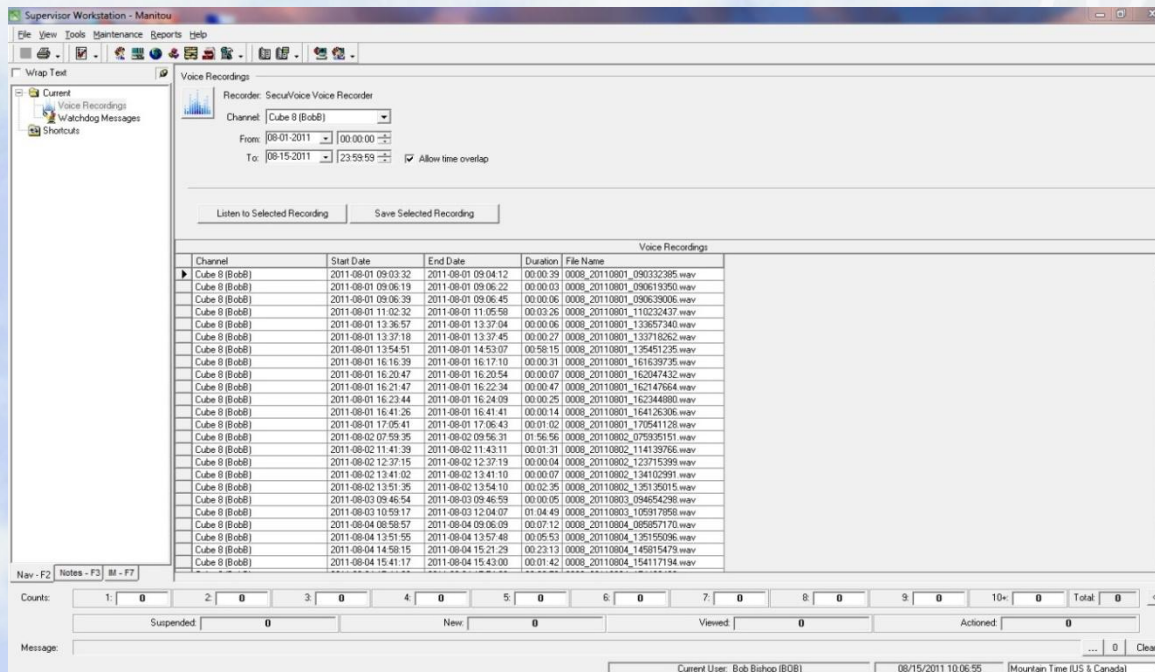
Channel	Start Date	End Date
Cube 8 (BobB)	2011-08-01 09:03:32	2011-08-01 09:04:11
Cube 8 (BobB)	2011-08-01 09:06:19	2011-08-01 09:06:21
Cube 8 (BobB)	2011-08-01 09:06:39	2011-08-01 09:06:41
Cube 8 (BobB)	2011-08-01 11:02:32	2011-08-01 11:05:59
Cube 8 (BobB)	2011-08-01 13:36:57	2011-08-01 13:37:00
Cube 8 (BobB)	2011-08-01 13:37:18	2011-08-01 13:37:41
Cube 8 (BobB)	2011-08-01 13:54:51	2011-08-01 14:53:00
Cube 8 (BobB)	2011-08-01 16:16:39	2011-08-01 16:17:11
Cube 8 (BobB)	2011-08-01 16:20:47	2011-08-01 16:20:59
Cube 8 (BobB)	2011-08-01 16:21:47	2011-08-01 16:22:31
Cube 8 (BobB)	2011-08-01 16:23:44	2011-08-01 16:24:00
Cube 8 (BobB)	2011-08-01 16:41:26	2011-08-01 16:41:41
Cube 8 (BobB)	2011-08-01 17:05:41	2011-08-01 17:06:41
Cube 8 (BobB)	2011-08-02 07:59:35	2011-08-02 09:56:31
Cube 8 (BobB)	2011-08-02 11:41:39	2011-08-02 11:43:11
Cube 8 (BobB)	2011-08-02 12:37:15	2011-08-02 12:37:19



SecurVoice with Automation Interface



Easy, quick and simply retrieval of a call associated to an event



SecurVoice with Automation Interface

The screenshot displays the SecurVoice Alarm Management Interface. The window title is "Masitau - [Alarm]". The interface is divided into several sections:

- Left Panel (Tree View):** Contains a hierarchy of alarms and customers. Under "Current", there is an alarm for "10102342 - Coca-Cola Bottling Company". Under "Shortcuts", there are "Tracked Alarms" and "Suspended Alarms". Under "Recent Customers", there are several entries including "10102342 - Coca-Cola Bottling Company", "10104221 - CVS", "10102312 - Monroe Plant", "11000010 - U.S. Army Base", "1125 - May Watson", "11000002 - Rod Cole", and "999999 - AEP Default Customer".
- Customer Info:** Displays details for "10102342 - Coca-Cola Bottling Company". Address: 2133 W Sunset Ave, Gurnee, IL 60031. Cross Street: Sunset / Green Bay, Subdivision: N/A.
- Dealer Info:** Displays details for "X - Dealer X". Address: 2124 Franklin Ave, Gurnee, IL 60031.
- Alarm Info:** Displays details for a "Fire Alarm". Priority: 1, Time: 04/18/2003 15:14, Area: 1, Zone: 12, Rec. Line: 11, TX ID: 2342, Point ID: Smoke B.
- Action Patterns:** Displays a list of actions for the alarm. The actions are: "SHOW HELP EVENT PROGRAMMING", "CONTACT GURNEE FIRE DEPARTMENT", "CONTACT COCA-COLA BOTTLING COMPANY USING CALL LIST 1 (1)", "CONTACT DEALER X", and "SUSPEND 10MIN".
- Customer Log:** Displays a table of log entries. The table has columns: Date, Time, Log Description, and User. The entries are:

Date	Time	Log Description	User
04/18/2003	15:14:30	ALARM (Manual) - Fire Alarm (FA) Smoke B TX 1 A 1 Z 12 (0A - 0Z 12)	
	15:14:48	VIEWED - Fire Alarm (FA) - Response [12 Secs]	BB
04/11/2003	14:30:15	TMP OUT SVCE - 14:30 to 14:31, 11 Apr - Selected TX 1 Z 1	BB
04/11/2003	14:20:13	ALARM (Manual) - Fire Alarm (FA) Smoke B TX 1 A 1 Z 12 (0A - 0Z 12) ACT - F - Oper Force -	BB
	14:20:24	VIEWED - Fire Alarm (FA) - Response [4 Secs]	BB
- Bottom Panel:** Contains a "Counts" section with buttons for "Suspended", "New", "Viewed", and "Actioned". It also has a "Messages" section and a "Status" section. The "Current User" is "Bob Bishop (BB)". The "Date" is "04/18/2003 15:15:32". The "Time" is "Central Time (USA & Canada)".



SecurVoice with Automation Interface

Alarm History For: Panel - 0036

Signal History

Add Info ▾

Date Range
☐ All History
☒ Specified Date Range

Signals Received On
2/3/2011 through 2/10/2011 Refresh

Alarm Signals

Calls Video

Incident #	Occurred	Presented	Condition	Description	Signal ID	Zone	Resolution	User #
301495	2/8/2011 3:32:50 PM		Account off test	Account Off Test	OT*	SPA	Autolog (No Response Ne	
301486	2/8/2011 1:32:50 PM		24 Hour Non - Burg	Account has been added to the OnT	AT*	WDT	OK (Responsible) No Dis	
301485	2/8/2011 1:29:04 PM		Account off test	Account Off Test	OT*	SPA	Autolog (No Response Ne	
301459	2/8/2011 10:50:04 AM		System Message	Extended OnTest	ET*	WDT	Autolog (No Response Ne	
301444	2/8/2011 10:20:07 AM		Opening	Opening Report -	OP		Account On Test	01

Signal Details

DateTimeOccurred	CallResponse	Dispatcher	Operator	OperatorNote
2/8/2011 1:32:50 PM				Remote on test insertion.



Receivers



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Central Station Receivers

Sur-Gard World know Receivers

System III

System IV

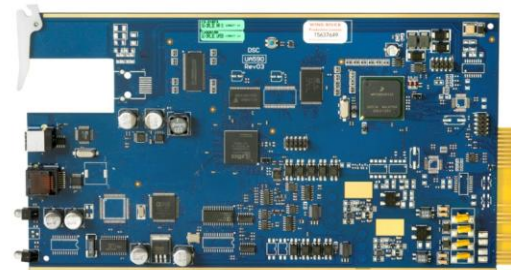
System 5



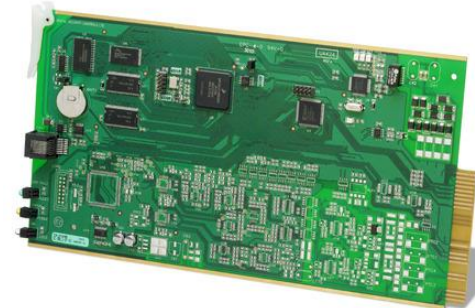
CSS provides sale, installation & service



System III Hardware



SG-DRL3E*



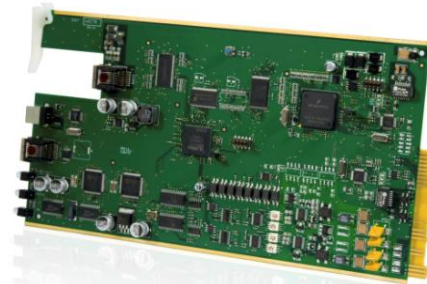
SG-DRL3-IP**

****512 supervised accounts
1536 total accounts per card**

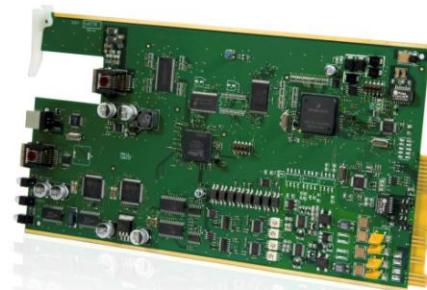
***Not compatible with non-ROHS CPM**



System IV Hardware



SG-DRL4-2L
Dual line card

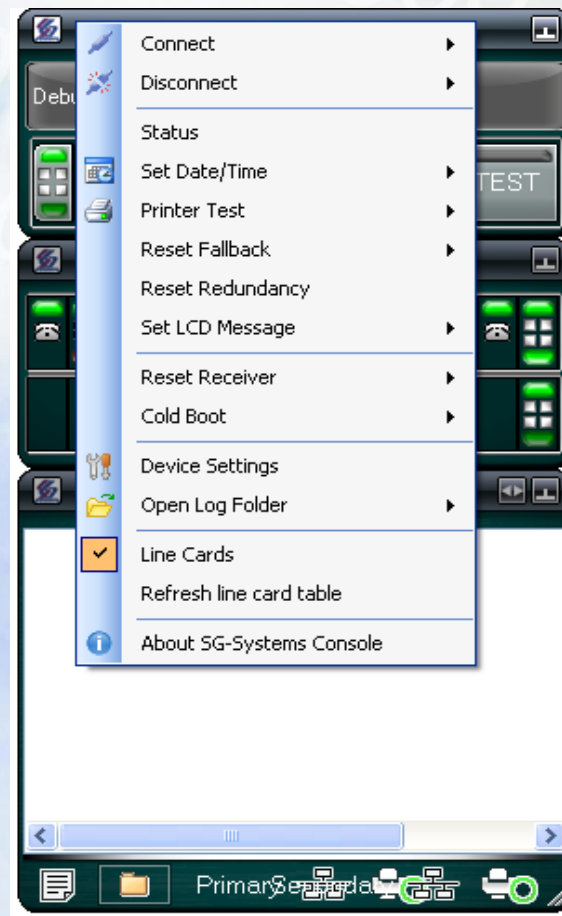


SG-DRL4-IP

1,512 supervised accounts
3,072 total accounts per card



System III/IV Console Software



System 5 Receiver



Up to 1,474,560 IP communicators (Cellular or Ethernet) with 24 IP line Cards
Upgradeable memory to handle extensive future IP account capacity
Supports visual verification features for DSC Power Series Neo
DRL5-IP line card with of up to 4,096 (512 visual verification/512 supervised/3072 unsupervised) IP accounts, upgradable up to 61,440 via license keys



Financial Services



communicationservices**solutions**

CSS Financial Services

Financing for any requirements

36 month – 60 month terms with \$1.00 buy out

Flexible Options:

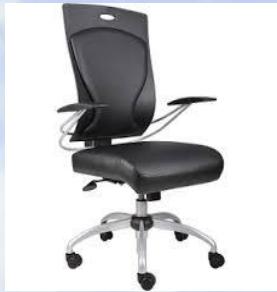
Fair Market Value Leases

Capital Leases

Full-payout Term Financing

Deferred Payment Options (for up to 6 months)

Step Payment Options



We can provide financing on all of your Office & Central Station needs



Telephony & More



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