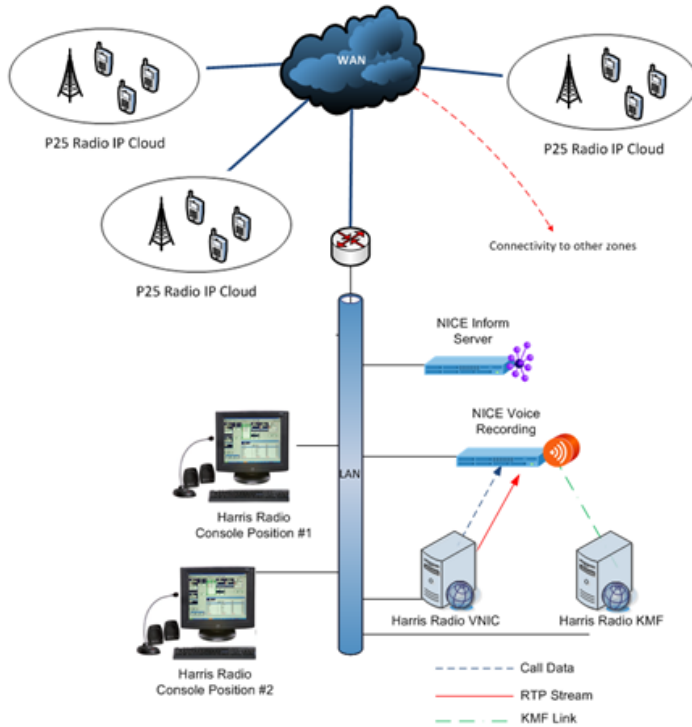**HARRIS**®

Harris VIDA® P25 and Open Sky Trunk Radio Recording

Harris VIDA® SR9, SR 10A and SR 10A.1,
SR 10A.2, SR 10A.3, SR 10A.4, SR 10A.5
Phase 1 and Phase 2 P25 trunked radio
OpenSky® trunking

OpenSky® and OTAR encryption

Fully certified on Harris R9 and R10 systems

NICE NRX VV6.6.2 and above

NICE NIR 8.x and above

NICE INFORM 7.2 and above, 8.x and above

OpenSky Clear and Encrypted (AMBE / AMBE+2)
P25 Clear and Encrypted (Phase 1 IMBE), (Phase 2
AMBE+2), ADPCM32 Clear

Mixed OpenSky/P25 recording on a single server
Additional Analog / TDM / Telephony / Call Taking
and Dispatch integrations on the same server

NICE NIR (and NRX) is an IP-based communications recording system that leverages Harris Radio System Voice Network Interface [k] Controller (VNIC) to capture voice and data. Audio and call control information is sent across the IP network between the Harris VNIC and NICE NIR, providing recorded audio quality equivalent to the audio heard at a console position. This brings the same powerful information that comes from analyzing your landline interactions to your radio interactions. NICE NIR is a Next Generation 9-1-1 ready solution. It leverages open architecture and integrates seamlessly into your existing and evolving infrastructure. Organizations that employ Harris VIDA systems can now more effectively leverage audio recording to capture, evaluate, analyze and improve interactions.

Advanced Direct Recording of Radio Transmissions

Both dispatcher and radio initiated events on radio channels are recorded. Metadata associated with radio communications is tagged to the related audio recordings.

Harris operator positions connect directly to the radio system's P25 IP transport network without gateways or interface boxes. Audio processing, encryption, and switching intelligence for dispatch are performed within each software-based operator position, without additional centralized functional elements.

The Harris VNIC monitors identified resources and passes audio files that are configured for being recorded to NICE NIR, along with associated metadata. If multiple NICE NIR logging servers are implemented, they would point at the same VNIC – its signaling determines which recording server should record which talk groups or users.

NICE

High Precision Search and Incident Reconstruction

With For search, playback, and incident reconstruction purposes, recorded communications can be found by any combination of captured metadata, to include Talker Identifier, Talker Alias, Talker Location, Talker Priority, End of Call Reason, Talkpath Identifier, Call Type, Other Party Id, Other Party Alias, Unit Number, Agency, Region, and more.

Decryption Logging Interface

The P25 calls sent from the VNIC are recorded dynamically and must be converted for playback using a DVSI decryption interface for decoding of the encrypted Harris P25 transmissions. Once the calls have been converted, they are archived and available for playback. Since the calls must be converted before playback, the audio cannot be live monitoredsides and expedites implementation.

2N Resilience for High Reliability

The recommended design of the recording solution, including Capture, Storage, and Archiving, is a resilient 2N configuration that eliminates the vulnerability of any single point of failure.

This is coupled with intelligent replay of redundant recordings - NICE Inform makes playback transparent to users so they do not need to deal with multiple copies of the same recording in their search results. NICE Inform automatically displays the primary or the secondary (redundant) record, depending on which is available.

With resilient solutions, all applications for replay, reconstruction, organization, evaluation, analytics and media distribution are available for use at all times, without interruptions

Supported Call Scenarios

NICE NIR supports a variety of call scenarios, including group & individual calls, patch or simulselect calls, console preemptive calls, telephone interconnect calls, emergency calls and 'System All' calls.

Harris Certification

Interoperability tests were conducted at the Harris Corporation in Lynchburg, VA.

Tests such as VNIC link protocol, basic call recording, call monitoring, handling of search parameters and call recording under heavily loaded conditions, were run. In addition, tests to determine the proper handling of Over-the-air-rekeying (OTAR) were run. As demonstrated in Harris facilities, the NICE recording product passed the above tests. It was able to record and playback both unencrypted and encrypted calls from the OpenSky and P25IP trunked radio systems, and to accept and properly use new encryption keys when sent by the system.

business electronics
BEI Holdings, Inc.

About NICE

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com

The end of not knowing