

VoiceCyber Release New Version of FAPs-IoT/Folder IoT Recording Product – Version 25.0.000.0 –

VoiceCyber releases the new generation FAPs-IoT/Folder (v25.0.000.0) IoT Recording product (GA) version.

FAPs (including FAPs-IoT and FAPs-Folder, hereinafter collectively referred to as "FAPs") is VoiceCyber's innovative IoT device recording solution, designed for centralized management of recordings from distributed communication platforms. Ranging from 1 agent to 40,000 agents, and from one city to thousands of cities, FAPs can add agents located in different places on demand, anytime and anywhere, quickly and efficiently building a star-shaped recording network for the contact center. It enables centralized recording management, helps contact centers effectively control costs, and meets the requirements for intelligent call recording management.

FAPs also supports unified management of localized recordings from various IoT recording devices, such as voice recorders and recording name badges. Without relying on additional software, it directly captures audio data from the IoT devices themselves and performs local recording and management. This localized recording approach adapts to a wide range of IoT recording devices, fully ensuring data security and user privacy for the contact center.

With the lightweighting of large AI models, more and more cloud contact centers are choosing to deploy AI applications locally, driven by considerations such as data security, user privacy, and business privatization. The local management of recording files provided by FAPs fully meets this need. Contact

centers can quickly access local recording files to interface with AI, and based on their own industry characteristics and business scenarios, vertically train AI models. This allows AI applications to keep pace with business development and helps enterprises unlock the true competitive value of their own data.

Through close collaboration with multiple telephone manufacturers such as Alcatel-Lucent and HHTek, VoiceCyber jointly builds more comprehensive solutions. By interconnecting with other smart devices and systems, our IoT device recording solution can better integrate into the contact center's overall business processes, enabling more efficient and intelligent operations and meeting the contact center's needs across different scenarios. We will continue to pursue innovation and cooperation, striving to build a diverse and symbiotic ecosystem, and continuously integrate more IoT devices into the FAPs solution, bringing an unprecedented experience to contact centers.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call +86-21-51877890.

FAPs (v25.0.000.0) Key Features :

1. Optimize the FAPs setup wizard
2. Optimize the FAPs device settings page
3. Optimize the alarm handling between FAPs and the VCLog backend
4. Add support for voice recorders
5. Add support for setting filename rules for voice recorders
6. Add support for HHTek analog recording telephones
7. Add support for HHTek VoIP recording telephones
8. Add support for Alcatel-Lucent H6 VoIP recording telephones
9. Add a "Organizational Structure" attribute to FAPs
10. Support configuration of common parameters for all devices

11. Add VCLog software dongle number information to the Log and License pages

Stop Technical Support Service

Starting from 2026.6.1, VoiceCyber will no longer provide software security updates, customized feature development, software compatibility optimization, or software performance optimization services for FAPs (v23.0.000.0).

However, for security reasons, VoiceCyber strongly advises migrating your systems to FAPs (v25.0.000.0) or a higher version as soon as possible.

Software Upgrade and Installation

FAPs software installation and upgrade can only be performed by professional service team of VoiceCyber or certified partners of VoiceCyber. Learn more information by the following:

- Contact your client manager
- Call us for details: +86-21-51877890



If you have any questions, please contact us.

Shanghai (HQ) : +86 21 5187 7890

Hong kong: +852 2578 9081

Kuala Lumpur: +603 7494 0560

Tokyo: +81 80 6675 8088

Seoul: +82 10 4217 2821

www.voicecyber.com

VoiceCyber was established in year 2001, is a solution provider that focusing on customer interaction intelligent management. Our solution users covered industries such as banking, insurance, fund management, government service, telecommunications, public utility, public security, power and energy, transportation, and other industries. Company headquarter was established in Shanghai, subsidiary companies were established in Beijing, Guangzhou, Shenzhen, Chengdu and Changsha. Sales and services network are spread all over the world including Hong Kong, Tokyo, Kuala Lumpur, and Seoul. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.