

VoiceCyber Release New Generation of SoIP Client Product, Voice Recording, Video Recording,

Screen Recording, Forwarding, Indicator Light, Subtitle SoIP 3

— Version 21.0.000.0 —

VoiceCyber is pleased to announce the new generation of SoIP Client Product, Voice Recording, Video Recording, Screen Recording, Forwarding, Indicator Light, Subtitle. Client Product SoIP (v21.0.000.0) (GA) is officially released to provide new options for heterogeneous recording and smart office.

New generation of SoIP voice recording, video recording, screen recording, forwarding, indicator light and subtitle allow to record, monitor and display the following operations of PC user based on requirement:

- Conversation process, achieve IP conversation recording by through PC sound card, support Wechat call, Dingtalk call, etc.
- Facial status, achieve computer webcam recording, able to integrate with artificial intelligence engine
- Operation behaviour, achieve computer screen recording, able to integrate with artificial intelligence engine
- Media forwarding, achieve forwarding of 16K or above webcam data, screen data and AVoIP voice
- Working status, SoIP Light displays the working status of the PC user by displaying Idle (Green), Busy/Do not disturb/Recording (Red), Need assistant/Alarm (Flashing red)
- Subtitle display, display the text subtitle of transcribed voice or working notification message through a transparent subtitle frame

SoIP is a super client product based on client PC, which provide a 360° omni-directional recording and monitoring on the PC user operation. With the latest peripheral integration, it provides more feasibility and possibility for intelligent cooperation between human-human and human-machine.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, call us for details.

SoIP 3 (v21.0.000.0) Main Feature & New Feature:

- Record the operation process of employee PC screen according to preset interval
- Live monitoring PC screen operation via VCLog HTML5 interface
- Record conversation of hard phone by connecting USB with SoIP Phone
- Control hardphone outgoing call through Restful development interface by connecting USB with SoIP Phone
- Analyze multiple IP softphone recording through data analysis
- Capture sound of specific space by connecting to the microphone of sound card
- Capture image of specific space by connecting to the USB camera
- Display idle, need assistant, alarm, etc. by connecting USB with SoIP Light
- Support single or multiple combination use of screen, voice or video recording
- Support multiple client tool
- Support window trigger start screen recording

Stop Technical Support Service

From 31/3/2022 onwards, VoiceCyber will stop providing any technical support services for SoIP 3.3.

For the existing user who were already installed with SoIP 3.3 still able continue to use. However, for security reason, VoiceCyber

will not recommend the continuing usage of version SoIP 3.3. It is recommended to upgrade to version SoIP 3.3.1 or above.

Software Upgrade and Installation

SoIP 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



If you have any questions, please contact us.

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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, and Kuala Lumpur. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.