

DupliCALL Release New Version of AIoT Distributed Phone Recording Management — Version 23.0.000.0 —

DupliCALL releases a new generation of FAPs (v23.0.000.00) distributed telephone recording management product (GA) version.

FAPs is DupliCALL's innovative IoT device recording solution. Whether it is a telephone scattered in various business outlets of the enterprise, a microphone at the store counter, a smart badge worn by the service personnel, or a recording pen, etc., when there is a recording need for various new types of IoT devices, FAPs can add these devices to it on demand anytime, anywhere, and integrate the captured audio data into a system for unified management, thereby quickly and efficiently building a star recording network for the enterprise, realizing centralized recording management, helping enterprises effectively control costs, and meeting the needs of enterprise compliance call recording management.

FAPs directly obtains the audio data that needs to be recorded from the IoT device and stores it in the enterprise's local server. Local storage fully guarantees the privacy and independence of the data. In addition, by directly collecting data from the IoT device source, the instability and corresponding security risks in the data transmission process are successfully avoided, ensuring the authenticity of the data and providing users with a more secure, stable, and flexible recording solution, which is suitable for enterprises with high data security requirements.

With the lightweight of AI large models, more and more enterprises that communicate on the cloud choose to deploy AI applications locally due to data security, user privacy, business privatization, and other considerations. FAPs' localized management of recording files fully meets this demand. Enterprises can quickly call local recording files to connect with AI, and carry out vertical training of AI based on their own industry characteristics and business scenarios, so that AI applications can keep up with the business development of enterprises and help enterprises give full play to the competitiveness of their own data.

DupliCALL has worked closely with many handset manufacturers, such as Alcatel, Yealink, and Grandstream, to jointly build more complete solutions. Our IoT device recording solution can be better integrated into the overall business processes of enterprises through interconnection and intercommunication with other intelligent devices and systems, realizing more efficient and intelligent operations and meeting the needs of enterprises in different scenarios. We will adhere to innovation and cooperation, strive to build a diversified and symbiotic ecosystem, and continuously integrate more IoT devices into the FAPs solution to bring enterprises an unprecedented experience.

For the new functions of the released version, please refer to the following details. Please visit www.duplicall.com, or call 021-51877890.

FAPs (v23.0.000.0) New Features:

- Optimize the FAPs device settings page
- FAPs Restart FAPs through the web page
- Change the FAPs network card configuration through the web page

- Add log level settings
- Add license management page
- Add support for ALE recording telephone
- Add support for MiniNoise smart microphone
- Add docking with DCLog 5, can get device status and alarm, recording into the library

Stop Technical Support Service

Starting from 2024.04.01, DupliCALL will no longer provide software security updates, software function customization development, software compatibility optimization, software performance optimization, etc. for FAPs (v21.1.000.0). For details, please refer to the official announcement.

Users who have installed FAPs (v21.1.000.0) can continue to use it. For security reasons, DupliCALL recommends that you migrate your system to FAPs (v23.0.000.0) and above as soon as possible.

Software Update and Installation

FAPs software update service is applicable to customers who have purchased DupliCALL product support service. The software versions that can be updated include FAPs (v23.0.000.0)。

FAPs software installation and upgrade can only be performed by DupliCALL's professional service team or DupliCALL certified partners. At the same time, you can also learn more through the following methods:

- Contact your account manager
- Call us for details 021 5187 7890



If you have any questions, please contact us.

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DupliCALL is a solution provider that focusing on intelligent security and compliance management. Our solution users covered industries such as the 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. The sales and services network of DupliCALL are spread all over the world including Shanghai, Beijing, Guangzhou, Shenzhen, Chengdu, Hong Kong, Tokyo, and Kuala Lumpur. DupliCALL has been dedicated to providing a complete intelligent security and compliance management solution to Greater China and other Asian regions.