

DupliCALL Release New Version of DCLog 5 Voice and Video Recording Product – Version 25.0.000.0 –

DupliCALL releases the new generation DCLog 5 (v25.0.000.0) voice and video recording product (GA) version.

As the core product of DupliCALL, DCLog 5 is a next-generation recording solution for telephone systems, supporting both audio and video. Through continuous upgrades and innovation, its capabilities have expanded significantly—evolving from initially recording various communication channels to now capturing full-media content, including audio, video, and screen activities. Moreover, the advanced edition, DCLog EP Intelligent Recording System, deeply integrates speech-to-text technology and advanced Large Language Models (LLMs), enabling a range of practical and powerful features that bring unprecedented convenience and efficiency to enterprise communication management.

This release introduces a comprehensive upgrade for DCLog EP. The new version incorporates OpenAI's latest Whisper transcription engine and seamlessly integrates three major LLMs—Qwen, DeepSeek, and Llama—enabling the automatic generation of standardized call summaries after each conversation. By leveraging preset tag logic and semantic analysis, it accurately identifies key information such as call reasons and business opportunities. This functionality significantly enhances employee efficiency, allowing them to focus on high-value tasks. Additionally, synchronized audio-visual captioning technology visualizes the entire customer interaction process, helping businesses thoroughly review employee compliance during service and better understand customer intentions. DCLog supports unified management of full-media and omnichannel data, breaking down data silos. Beyond covering diverse

scenarios such as FAPs IoT Recording, SoIP Super Client, and MoIP MIC Recording, the release also introduces the new DCLog UM (Unified Management) solution. This further extends support to mainstream online meetings and UCaaS platform recording management (e.g., Zoom Phone/Meetings), enabling cloud recordings to be synchronized to local storage for unified management and retrieval. This approach reduces reliance on cloud resources and ensures secure, localized deployment, effectively mitigating risks of data breaches and attacks by keeping recording data within the corporate intranet. Furthermore, with the DCMigrate data migration tool, enterprises can seamlessly transfer historical recording files from third-party systems to the DCLog platform. This facilitates cross-vendor and cross-platform data synchronization, helping businesses build a comprehensive recording data management ecosystem.

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

DCLog (v25.0.000.0) New Feature:

1. Supports integration with the Dolphin offline engine.
2. Supports Playback IP whitelist addresses.
3. Supports Alibaba OSS storage.
4. Supports forwarded encrypted recording files to the offline engine.
5. Supports integrated unified query with Zoom Phone recordings.
6. Adds Phone Book and LDAP Phone Book.
7. Counts concurrent licenses by business unit or organizational structure.
8. Archive policy configuration feature.
9. DCLog EP integrates Qwen, DeepSeek, and Llama LLMs, supporting dialog text summarization.
10. DCLog EP supports translating Whisper transcription output into English.
11. DCLog EP supports text replacement and optimization for Whisper transcription results.

Stop Technical Support Service

Starting from 2025.03.30, DupliCALL will no longer provide software security updates, customized feature development, software compatibility optimization, or software performance optimization services for DCLog v5.2.3.

Starting from 2025.04.09, DupliCALL will no longer provide technical support for DCLog v5.2.

Starting from 2025.12.23, DupliCALL will no longer provide software security updates, customized feature development, software compatibility optimization, or software performance optimization services for DCLog 5 (v22.0.000.0).

Starting from 2026.03.30, DupliCALL will no longer provide technical support for DCLog v5.2.3.

Users who have installed the aforementioned versions can continue to use them.

However, for security reasons, DupliCALL strongly advises migrating your systems to DCLog 5 (v25.0.000.0) or a higher version as soon as possible.

Software Upgrade and Installation

DCLog software update service is applicable to customers who have purchased DupliCALL product support services. Updatable software versions include DCLog v5.2, DCLog 5 (v21.0.000.0), DCLog 5 (v21.1.000.0), DCLog 5 (v22.0.000.0), DCLog 5 (v23.0.000.0), and DCLog 5 (v25.0.000.0).

DCLog software installation and upgrade can only be performed by professional service team of DupliCALL or certified partners of DupliCALL. 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.

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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, Kuala Lumpur, and Seoul. DupliCALL has been dedicated to providing a complete intelligent security and compliance management solution to Greater China and other Asian regions.