

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

DupliCALL 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 DupliCALL's innovative IoT device recording solution. Whether there is a need to record audio from various new types of IoT devices—such as telephones scattered across different business outlets, microphones at store counters, smart badges worn by service personnel, or voice recorders—FAPs can add these devices on demand, anytime and anywhere. It integrates the captured audio data into a single system for unified management, enabling enterprises to quickly and efficiently build a star-shaped recording network, achieve centralized recording management, effectively control costs, and meet regulatory compliance requirements for call recording.

FAPs directly captures the audio data to be recorded from the IoT devices themselves and stores it on the enterprise's local servers. Local storage fully ensures data privacy and independence. Moreover, by collecting data directly at the source (the IoT devices), FAPs avoids transmission instability and associated security risks, guarantees data authenticity, and provides users with a more secure, stable, and flexible recording solution—ideal for enterprises that demand high data security.

As large AI models become more lightweight, more and more enterprises that have moved their communications to the cloud 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 offered by FAPs fully meets this need. Enterprises can quickly retrieve local recording files to interface with AI, and then vertically train AI models based on their own industry characteristics and business scenarios. This allows AI applications to keep pace with the enterprise's business evolution and helps the enterprise unlock the true competitive value of its proprietary data.

Through close collaboration with multiple telephone manufacturers such as Alcatel-Lucent and HHTek, DupliCALL jointly builds more comprehensive solutions. By interconnecting with other smart devices and systems, our IoT device recording solution can better integrate into the enterprise's overall business processes, enabling more efficient and intelligent operations and meeting the enterprise'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 enterprises.

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.

FAPs (v25.0.000.0) New Feature:

1. Optimize the FAPs setup wizard
2. Optimize the FAPs device settings page
3. Optimize the alarm handling between FAPs and the DCLog 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 DCLog software dongle number information to the Log and License pages

Stop Technical Support Service

Starting from 2026.6.1, DupliCALL 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, DupliCALL 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 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.

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.duplicall.com

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.