

# CAPTURE911™ Mobile Recording

## Record Calls Made From Mobile Devices

With a mix of mobile first responders and static dispatch personnel, the ability to record interactions that occur on mobile devices can fill a critical gap in true incident reconstruction. The Capture911™ Mobile Recording tool is a mobile app that records calls, providing valuable insight into emergency dispatch operations. In addition to recording inbound and outbound mobile calls, valuable metadata is captured:

- Phone number
- Call direction – inbound or outbound
- Address book alias, if any
- Channel name alias
- International Mobile Station Equipment Identity (IMEI)
- Date and time
- OS version and device type

## The HigherGround Difference

Mobile recordings integrate directly into your HigherGround call recording solution, allowing users to view, replay and analyze from the familiar and intuitive Capture911 interface.

- Integrated extension of Capture911
- Monitor mobile calls and associated metadata via familiar Capture911 dashboard
- Generate and review reports and incident reconstructions that include mobile recordings
- Redact mobile communications as needed



GSMA Intelligence 2014

## Easy-to-use and Reliable

Calls are automatically uploaded, stored and synchronized to Capture911 via mobile and Wi-Fi networks.

- Just download the mobile app to start recording
- Record incoming and outbound calls
- No complicated or expensive IT set-up required
- Fast and simple remote uploads

## Secure and Flexible Recording

Feel confident that the right calls to and from your mobile device are recorded, and that the data collected is safely transmitted and preserved.

- Build a “black list” of do-not-record contacts
- Create a “white list” of calls that always get recorded
- Prevent deletion until recordings are successfully uploaded