Mobile Voice Recording

Protect your staff and business from disputes and litigation, saving time and money during investigations.

The Mainstream Mobile Voice Recording (MVR) solution makes the most of the technology in your pocket and is designed to work on Samsung phones with KNOX security. Originally designed for the financial sector and companies regulated by MiFID II legislation, MVR is now used in the financial and infrastructure sectors, is MiFIDII compliant, secure and auditable.

Compliant and Flexible

The Mainstream MVR solution combines secure and seam-free recording of all business communications. Our MVR solution can be provided with pre-configured compliant smartphones, or installed remotely on existing compatible corporate owned smartphones or BYO devices.

Encrypted Communications

Tamper proof and undetectable, Mainstream MVR allows normal mobile phone operation while securely recording all business communications including voice, text and SMS messages, without the need for user interaction.   All communications are encrypted and securely transferred to Mainstream data centres. Only the client has access via the online portal to search, review, comment on, share and audit any of the communications made or received.

Proof of Attendance

Users can capture photos via the mobile app which are transferred securely to the client portal, and can be searched, viewed, commented, shared and audited as with all other information. Photos could be used for proof of attendance, site inspection or 'before and after' work shots.

Device Telemetry

MVR also provides device telemetry including signal strength, memory usage, battery life and GPS location information.

Remotely manage your mobile estate, update devices, remove unauthorised apps, generate Google maps and manage users, teams and managers with the required levels of information and access for each.
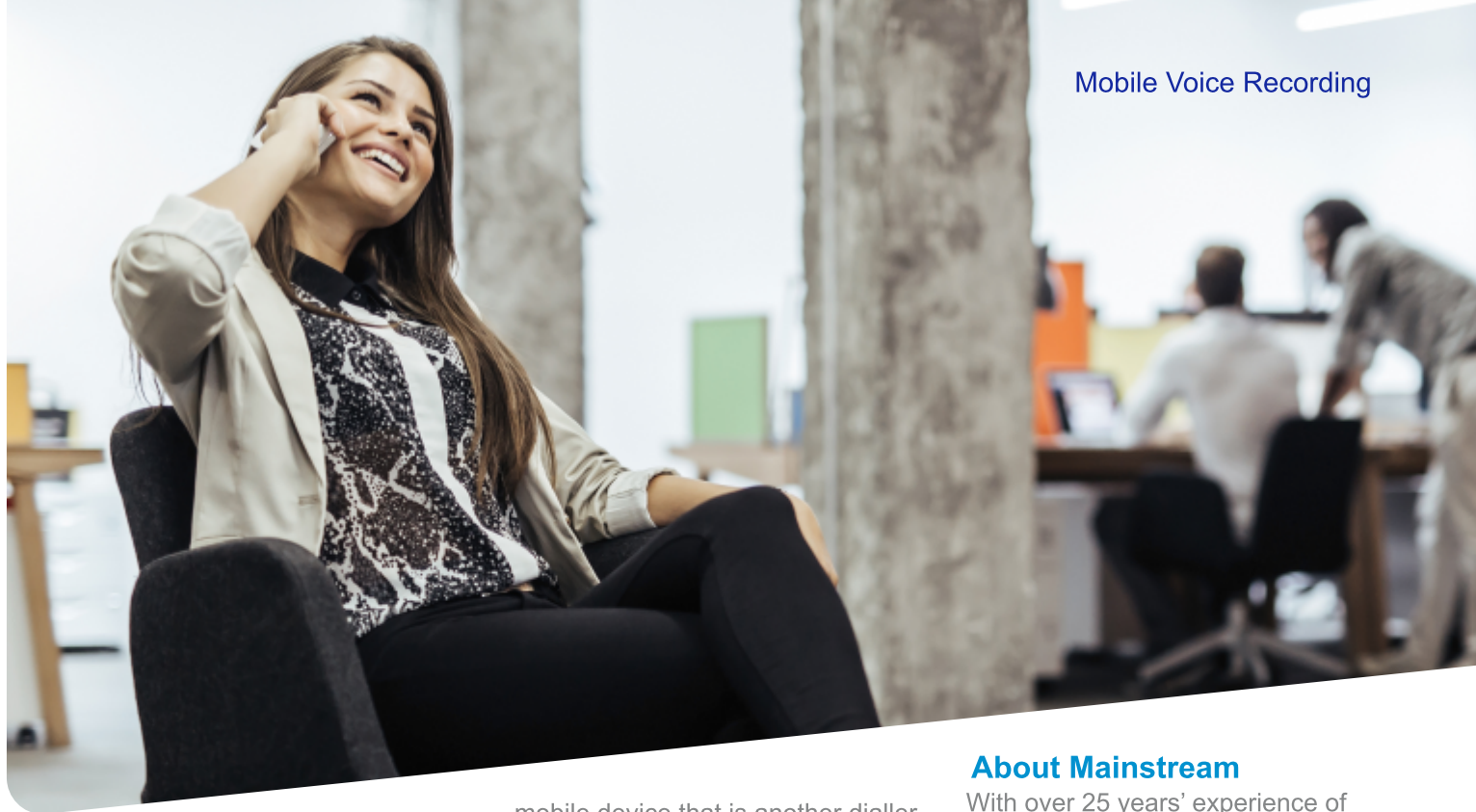
Any Network

MVR works across all networks and with features available such as lone worker assist and interview recording, MVR is suitable for use in a wide variety of roles either B2C or B2B.

Our Unique Solution

One common method of recording mobile calls utilised by other solutions is to use a dedicated SIM

from the recording provider, allowing a call to be recorded in the operator's network. The flaw with this is that if you want to use your mobile outside of the specific operator's network, such as traveling abroad and using an overseas network, calls will not be recorded. The Mainstream MVR solution is not network specific and will record your mobile calls on any network in any country.

No Delay

Another common method adopted for recording mobile calls is to set up a three-way conference with the call recorder when you make or receive a call. This naturally introduces a delay in connecting the speech path whilst the conference is set up and can incur additional call charges. This solution does not particularly lend itself to ad-hoc or unplanned calls. The Mainstream MVR solution records calls at the handset and does not require a third party connection so there is no delay connecting a call.

No User Interaction

When you need to record calls for compliance, you do not want to allow the user to bypass the call recording option. Some solutions will install a separate app on the

mobile device that is another dialler. The user then uses this additional dialler to make calls and send texts.

Using this method, the calls to the mobile that need to be recorded also have to be routed through an office PBX so the user has two numbers, an office number that will be recorded and a personal number that is not recorded.

The Mainstream MVR does not require a separate number or dialler app, the user just uses the device as normal, using the standard dialler, contacts list, messaging etc. This guarantees all calls, SMS and MMS are recorded and compliance is met.

Exclusion List

Each user can set up a list of excluded numbers for that specific device, so only business related calls and texts are recorded. Calls made or received on excluded numbers are recognised and ignored. These could be friends or family numbers, and are managed by the client system administrator.

About Mainstream

With over 25 years' experience of the UK telephony market, Mainstream Digital are specialist providers of communication solutions for business, offering on-site and hosted telephony, VoIP and SIP services with business class broadband connections.

Cyber Essentials and GDPR compliant, Mainstream is accredited to ISO9001 (Quality Management), ISO27001 (Information Security Management) and ISO22301 (Business Continuity).

We are a Samsung development partner, creating cloud base telephony and data solutions, with our own secure UK based data centres.

MVR is designed for Samsung business class smartphones with KNOX security.

Samsung Knox