

CallRecorder



Silver Line

● Octo | Quarto

● ISDN II

● PRI

CallRecorder

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Call Recording: For Recording and Registering Telephone Calls

Recorded telephone calls are used to retrieve agreements that were made, to improve safety issues or to account for one's actions. The Silver Line Call Recorders for between 1 and 30 telephone lines are perfectly suited for these purposes. The Call Recorders automatically record all telephone and fax traffic. Not only is the entire conversation recorded, but also important data such as the number of the caller, the exact date and time and duration of the call. Up to 27.600 hours of telephone calls can be retrieved and listened to using either the recorder's keyboard or the network.

Call Recorder as a Verification Tool

In the financial, commercial, industrial and governmental world agreements are made over the phone which can be an important part of daily communication. More and more recordings of calls are used as evidence of an assignment or agreement.

Call Recorder as a Safety Tool

A company or organisation in the public sector with responsibilities towards society will not always be able to avoid confrontations and discussions and these could also include threats. The person answering the call is not always prepared for all possible situations. If each call is always automatically recorded, any unexpected problems can then be discussed at a later time with colleagues or a supervisor. This is why at the moment many Call Recorders are an important safety tool for people, organisations and objects.

Call Recorder as a Tool to Account for One's Actions

If there is a possibility that a company or organisation needs to explain its actions, then the recordings of calls can be important evidence. By listening to a recording it is possible to establish in retrospect whether the procedures or guidelines were followed correctly. To have complete assurance that this has been done is in the interest of both the organisation and its customers and by using CryptoCard technology Call Recorders from Vidicode can provide additional security to ensure the privacy of the people concerned has been observed.

- Call Recorders for ISDN basic rate, ISDN primary rate and analogue telephone lines
- Recording 1 to 30 channels simultaneously
- With integrated hard disk and CD recorder
- Internal storage capacity up to 27.600 hours
- Full network integration

Different Models, Same Philosophy

The Silver Line Call Recorder product range stands for compact and elegant design with an impressive capacity. Vidicode Call Recorders are embedded systems, not PC's. The hardware is designed for the purpose. This means that Vidicode Call Recorders can offer all or even more of the features of computer based systems at a better price. There is a model for every one of the most common telephone systems:

- The Call Recorder PRI that can record up to 30 channels on an ISDN E1 primary rate line
- The Call Recorder ISDN that can record up to 8 channels on 4 ISDN basic rate lines
- The Call Recorder Quarto or Octo, that can record up to 8 channels on up to 8 analogue lines

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Although technology of the networks differs, to the users the recorders have been carefully kept the same. They use the same procedures on the keyboard and work with the same PC software. Different models can be combined into one solution.

Versatile Technology

Some remarkable features of the Silver Line Call Recorders are:

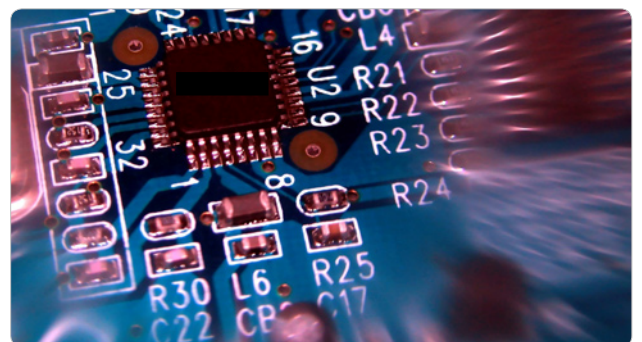
- Optimises storage using real time G.723.1 audio compression makes effective use of hard drive and CD
- Registers all available data such as date and time, internal and external telephone numbers and duration of the call
- Sends, if desired, spoken messages to notify that calls are being recorded. If required the models for ISDN can even answer the telephone, speak out the notification and then connect to the PABX
- Has various settings for selective recording, for example via a command from the telephone keys or based on internal or external number recognition
- Can automatically control the storage time of recordings for privacy protection

Dimensioned to Your Requirements

The Silver Line Call Recorders can be configured to record from 1 to 30 channels. The analogue models are available for 4 and 8 channels. The digital models ISDN and ISDN PRI can be configured for any number of channels from one up to the maximum capacity of the hardware. This flexibility in configuration means that the most economical solution can be found for every recording application.

Many users of Silver Line Recorders have set up their recorders to only record selectively from some internal or external numbers. The Silver Line Call Recorders have several methods to achieve this. The numbers can easily be recognised by the recorder with number identification that with ISDN even is standard. The PABX can be configured to show the internal numbers and the recorder can start a recording based on that information. If needed the recorder will hide the internal numbers to the outside world. An alternative way to record selectively is to start a recording manually from the telephone.

The available methods to record selectively limit the need to record on all channels and therefore a centralised Silver Line Call Recorder with only a few channels is a very economical solution for many applications.



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The Built-In CD Recorder

Vidicode supplies Call Recorders with the option of a built-in CD Recorder. Some important advantages to consider, are:

- There is always a backup available.
- CD's can be played on almost any PC
- PC software for Microsoft Windows supplied together with the recorder presents the contents of the Call Recorder CD's neatly organised
- The backup procedure is fully automated and each recording can be put on either one or two CD's
- The backup capacity is large:
250 hours and up to 15,000 recordings per CD
- A selection of recordings can be written to a CD, even without disturbing the standard backup procedure

Accessibility

In order to be able to play the recordings, a search is started on the Call Recorder. The search is completed in a matter of seconds. The recorder then displays a list of recordings that comply with the search. Use the keyboard to browse through the list and each recording can be played back immediately. Ongoing recordings do not interfere with this.

The Network Connection

The Call Recorder can be connected to almost any type of local network or to the Internet via the 10Base-T/100Base-TX Ethernet port:

- With the Call Recorder Access software which is supplied optionally, there is access to the recordings from all workplaces
- With the Real Time Remote Monitoring software, also optionally available, the ongoing calls can be listened in to from any workplace
- Option for remote configuration by the system administrator



The Call Recorder Access Software for PC's

For access to the recordings from the workplace there is Call Recorder Access Software for PC's with Microsoft Windows:

- The recordings of one or more (up to 250) recorders are presented in a database
- Works with all Vidicode recorders
- There are extensive search instructions available to enable a quick selection
- The recordings can be played directly on your PC
- Recordings can be saved on your PC or exported from your PC to email, CD, etc.
- The Call Recorder Access software also works with the CryptoCard (CryptoCard reader for PC's is optional)
- The software has integrated tools to analyse the call data and display them in graphic charts
- With the optional fax module recordings of fax traffic can be displayed on your screen and printed

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Can be Used Simultaneously as a Call Recorder and a Fax Recorder

The Call Recorder can also be used to record fax messages. In order to do this the Call Recorder creates sound recordings of a very high quality. The extended version of the Call Recorder Access Software can convert these recordings back to the original document. They can be displayed on your screen or they can be printed. The recording quality of the Call Recorder is so superior that there is hardly any quality loss in comparison with the original document. *

The CryptoCard Option: the Superlative in Safety

It could be that by recording telephone calls you are infringing upon people's privacy. This is likely to happen in the case of organisations such as hospitals, whereby personal and confidential information is discussed over the phone. As it could be important to record all these calls in order to be able to respond adequately to safety risks, the CryptoCard technology provides a solution. Each Call Recorder is equipped with a built-in card reader. A CryptoCard that codes the recordings can be placed in this reader. Coded recordings can only be decoded using the correct CryptoCard and a Pin code. In combination with the correct procedure this enables users to offer guarantees regarding the protection of people's privacy.



Another function of the CryptoCard is to ensure that the transport of recordings via networks or even the Internet to remote PC's is done safe. The Call Recorder Access Software can be used with a CryptoCard reader for your PC so that coded recordings can be played back on a PC using the correct card and code.

ISDN Recorders Available in Two Configurations

The ISDN models of the Silver Line Call Recorders can be ordered in an economical ABS desktop case and in a specially designed 19" chassis. The 19" chassis is the obvious choice if you want to place the recorder together with other network equipment in a 19" rack. Both models are functionally identical and can be used with the same software.



ABS Housing



19" chassis

A Unique Way to Upgrade

The Call Recorders for ISDN and ISDN PRI feature a freely configurable number of recording channels for which a per channel software license is paid. The user only pays for the number of channels that he requires. Whenever the requirement grows it is possible to upgrade within the limitations set by the hardware. The upgrade procedure is with help of an IC card that contains the additional licenses. It is sufficient to place the IC card in the card reader of the recorder and to respond to a few messages on the display. This means that anyone can upgrade the recorder while there is no installation cost.

Product range overview



Product	Description	Available options
Call Recorder Quarto	<ul style="list-style-type: none"> • For 4 analogue telephone lines • Only available for 4 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - Double capacity hard disk - CD Recorder
Call Recorder Octo	<ul style="list-style-type: none"> • For 8 analogue telephone lines • Only available for 8 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - Double capacity hard disk - CD Recorder
Call Recorder ISDN II / 2	<ul style="list-style-type: none"> • For 2 ISDN Basic Rate lines (So bus) • For 1 to 4 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - 19" chassis - Double capacity hard disk - CD Recorder - Extra channel (max. 4)
Call Recorder ISDN II / 4	<ul style="list-style-type: none"> • For 4 ISDN Basic Rate lines (So bus) • For 1 to 8 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - 19" chassis - Double capacity hard disk - CD Recorder - Extra channel (max. 8)
Call Recorder ISDN PRI no Codec no Compression	<ul style="list-style-type: none"> • For 1 ISDN Primary Rate line E1 or ISDN15/20/30 • For 1 to 30 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - 19" chassis - Double capacity hard disk - CD Recorder - Extra channel (max. 30)
Call Recorder ISDN PRI 1 Codec	<ul style="list-style-type: none"> • For 1 ISDN Primary Rate line E1 or ISDN15/20/30 • For 1 to 16 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - 19" chassis - Double capacity hard disk - CD Recorder - Extra channel (max. 16)
Call Recorder ISDN PRI 2 Codec's	<ul style="list-style-type: none"> • For 1 ISDN Primary Rate line E1 or ISDN15/20/30 • For 1 to 30 channels • Capacity 13800 hours or 27600 hours 	<ul style="list-style-type: none"> - 19" chassis - Double capacity hard disk - CD Recorder - Extra channel (max. 30)

Technical specifications



Power supply

Quarto Octo	Adapter with input 100-240 Volt 47-63 Hz AC, Output 5 Volt DC
ISDN II ISDN PRI	Adapter with input 100-240 Volt 47-63 Hz AC, Output 10 Volt DC max. 2A
ISDN II in 19" chassis ISDN PRI in 19" chassis	Input 100-240 Volt 47-63 Hz from mains

Working environment

Ambient temperature	0° to 40°C
Humidity	10%-90% (Non Condensing)

Connections

		Type
1	Quarto and Octo	Serial RS232 max. 115.200bps and start/stop contact 10pin header
1	ISDN II and ISDN PRI	MiniDIN 9 pin serial RS232 max. 115.200bps
2	All models	Ethernet 10-BASE-T / 100-BASE-T RJ45 UTP
3	Quarto	4 x RJ10 - analogue line (POTS) with T adapter
4	Octo	8 x RJ10 - analogue line (POTS) with T adapter
5	ISDN II 2	2 x RJ45 with 2 x adapter - So in and out
6	ISDN II 4	4 x RJ45 with 4 x adapter - So in and out
7	ISDN PRI	2 x RJ45 - E1 in and out
8	All models	microphone stereo / dual mono input 20mV at 10K Ω / mini-jack 3,5mm
9	All models	loudspeaker mono output 0,1Watt at 16 Ω / mini-jack 3,5mm

Coding Method

	bytes/sec
G.711 A-law	8000
G.711 A-law	16000
G.723.1 High rate	800

Dimensions (L/W/H) and Weight

L/B/H ABS Housing	26cm / 19cm / 5,5cm - 1.2 kg
19" chassis	19" / 12.5" / 3.5" - 1.6 kg

Technical standards

EU Telecommunication	TBR21 (analogue), TBR3 (ISDN), TBR4 (ISDN PRI)
EU safety	EN60950:2000
EU Emission	EN55022:1998+A1+A2
EU Immunity	EN55024:1998+A1+A2

Included in delivery

Mains Adapter and mains cable
Manual
Complete set of telecom cables

* Recognition of fax communication is restricted to normal G3 and cannot be guaranteed under all circumstances.



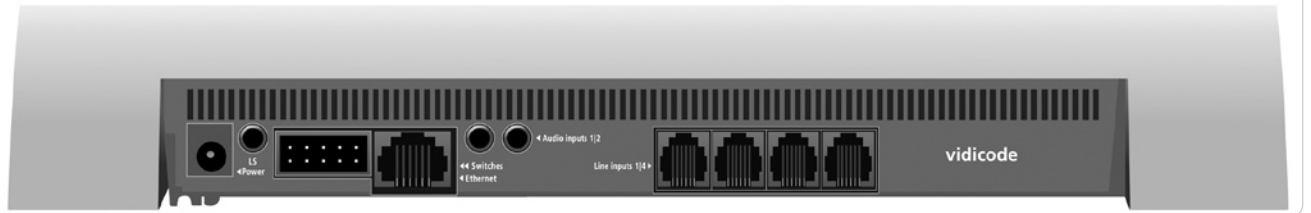
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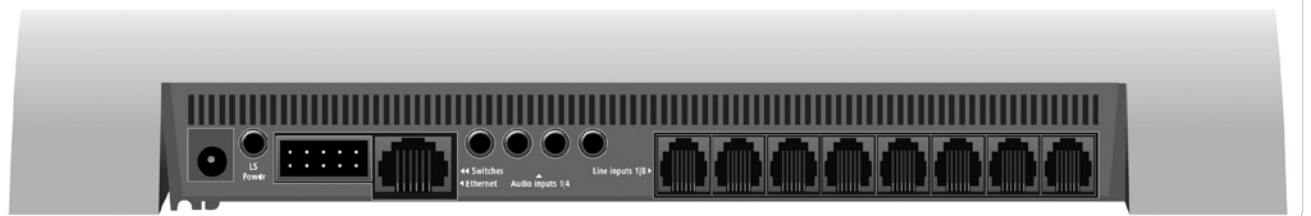
Connections



Quarto



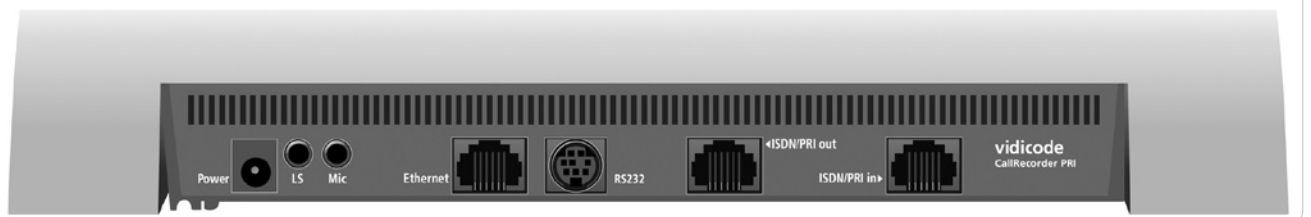
Octo



ISDN II



PRI



19" Chassis (Option for ISDN II / 2, ISDN II / 4, ISDN No codec, ISDN PRI 1 codec, ISDN PRI 2 codec)

