

# Call Recorder *ISDN*

## Call Recording: recording and registering phone conversations

Call Recording is becoming increasingly important in daily business life. Increased liability, fraud and threats make Call Recording an indispensable tool for an organisation. More and more, recorded calls are used to create clarity in arrangements made or as evidence of fraud or threat. The Call Recorder ISDN allows you to record all your calls automatically. The Call Recorder ISDN not only records a phone conversation but also records a number of important data such as the phone numbers involved, the precise date and time and the duration of the call.

## The Call Recorder ISDN as a control instrument

In the financial world, but also in trade, industry and government, arrangements made by telephone are an important part of business. In these sectors, it is more and more common to use recordings of phone conversations as evidence of an assignment or arrangement. The Call Recorder with hard disk has been specially designed for that purpose: to ensure that recordings of calls are available at any time. The reliable operation of Call Recorders has been proven many times. Your organisation can therefore be sure that arrangements made by telephone are recorded.

## The Call Recorder ISDN as a security instrument

A company or organisation in the public sector with responsibility towards society cannot avoid confrontations and discussions. Occasionally, threats are also made. A person who picks up the telephone cannot be prepared for all situations. If a recording is made automatically of each call, an unexpected problem can be



Soft-keys with function determined by the display

Crypto Card for ultimate security and triple DES encryption

discussed with colleagues or other persons responsible. That is why many Call Recorders now play a key role in ensuring the security of persons, organisations and premises.

## A very compact device

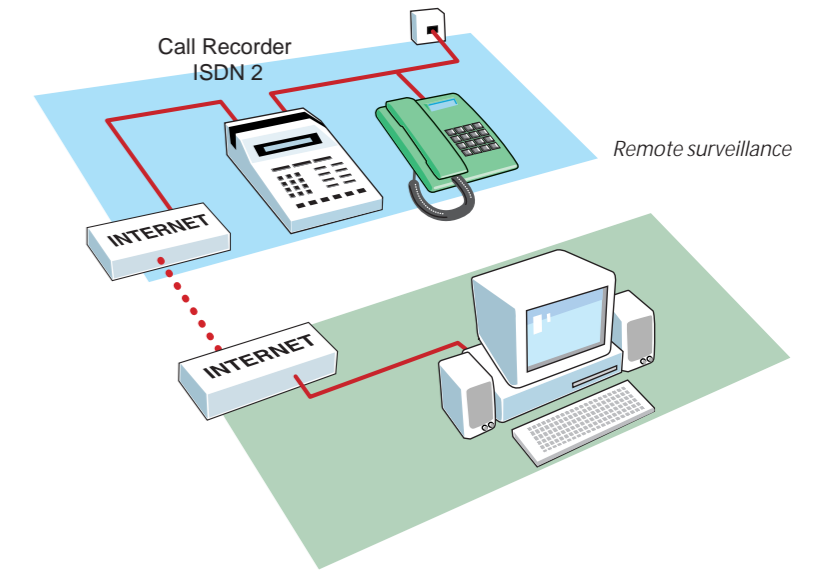
The Call Recorder ISDN is no larger than a telephone and is fitted with an internal hard disk. Maximum storage capacity depends on the model chosen: from 1,950 hours up to 7,800 hours. In total, 300,000 recordings can be stored. Each recording can be retrieved by means of the keys and can be played by the recorder through the internal loudspeaker or externally (amplifier or multimedia loudspeakers). Recordings can be searched by date and time or phone number and are available directly thanks to storage on a hard disk. The recorder is available in three models: for 1 Basic Rate Interface (2 conversations), 2 Basic Rate Interfaces (4 conversations) and 4 Basic Rate Interfaces (8 conversations).

## Easy to use

The Call Recorder ISDN has been specially designed for recording and reproducing conversations on ISDN lines. ISDN is highly standardised and so it requires no special expertise to install the recorder. Even the connection material is supplied, so that you can be sure that the recorder is in operation right after purchasing.

## Fully digital - an important advantage

The Call Recorder ISDN processes recordings completely digitally. This is in contrast with many traditional voice-logging systems which are connected via a digital-to-analogue converter on ISDN lines. The most important advantage of the Call Recorder ISDN is that the recorder processes all communication between telephone and exchange. Even though the recorder is connected to the outside line, it can identify which internal telephone the call was made to, based on the MSN number. It is therefore unnecessary to record on the inside of the PBX, so that a Call Recorder ISDN 8 can functionally match a different brand voice logger with, for instance, 24 channels. This means a substantial savings. Another advantage of digital connection is that the original quality of the recording remains fully intact.

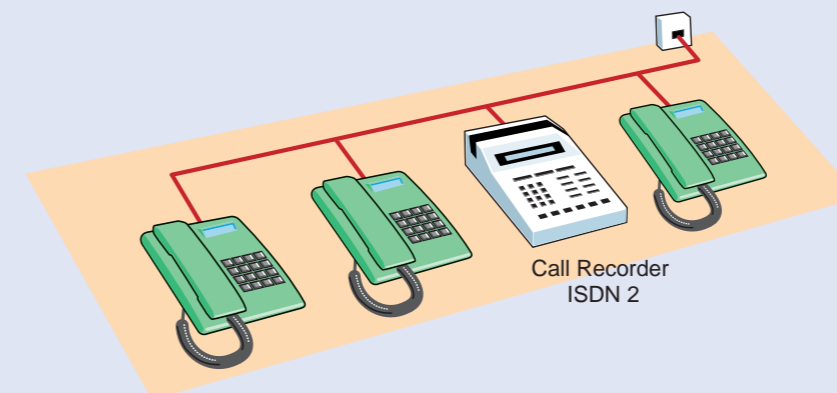


## The network connection

The Call Recorder ISDN offers the necessary connectivity. The Call Recorder can be connected to a local network or the Internet via the Ethernet port. This makes it possible to transport recordings on the Call Recorder for archiving and back-up simply and quickly. Because the Call Recorder ISDN works as an FTP server, recordings can also be retrieved via the Internet or via a router and dial-in connection besides via the LAN. All of this naturally occurs under strict security. The recordings can be archived centrally in a well-organised way through the optional Call Recorder Archive Software for the PC.

## The Call Recorder Archive Software for the PC

This software presents the recordings of 1 - 4 recorders and so, in total, 32 telephone lines and an even higher number of telephones in an extensive database. With the software, you can search the large database in the recorders using the PC and so find the correct recording even easier. You can, for instance, make a selection on the basis of the MSN number of an individual telephone. In this way, you can present the communication of each telephone, even when the recordings were made by different recorders. Each recording can be played directly through the loudspeakers of the PC. With this software, recordings can be exported easily. They can be archived on CD-ROM, copied on floppy disk and even be sent by email. When received, recordings can be played back on any PC with a standard soundcard.



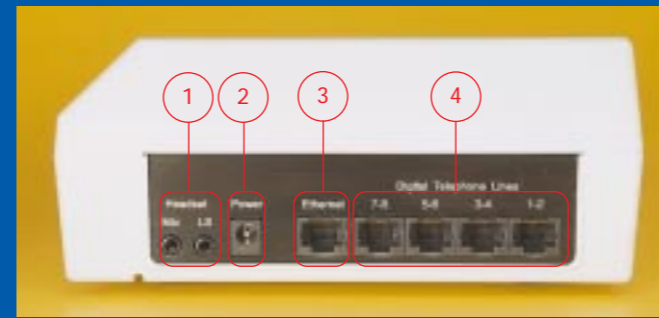
Technical specifications	
Power supply	7.5 Volt AC-current 2A max./0.55A nom. via adapter
<b>Working environment</b>	
Temperature	0 to 40 degrees Celsius
Moisture	10% - 90%
<b>Connections</b>	
	<b>Type of connector</b>
Ethernet 10-BASE-T	RJ45 UTP
ISDN S0 (1x, 2x of 4x)	RJ45
microphone mono input	mini-jack 3.5mm
20Mv at 10KΩ	
loudspeaker mono output 0.1Watt at 16Ω	mini-jack 3.5mm
mains supply	special
<b>Coding method</b>	
	<b>bytes/sec</b>
G.711 A-law	8,000
G.711 u-Law	8,000
DigiTalk8.5	1,062.5
G.729	1,000
G.728	2,000
G.723 High rate	800
G.723 Low rate	662.5
<b>Encryption method</b>	
	Triple DES (with optional CryptoCard)
<b>Dimensions(L/W/H)</b>	
	22.5cm/18cm/8cm
<b>Weight</b>	
	1 Kilogram
<b>Technical standards</b>	
EU Telecommunication	CTR3
EU Security	EN50081 part 1 EN50082 part 1
EU Emission	CE
<b>Included in delivery</b>	
For each type	Mains supply adapter English manual
For model 1490 and 1492	ISDN Cable 60cm, ISDN Cable 240cm, T-connecting piece
For model 1494 and 1496	2 x ISDN Cable 60cm, 2 x ISDN Cable 240cm, 2 x T-connecting piece
For model 1498	4 x ISDN Cable 60cm, 4 x ISDN Cable 240cm, 4 x T-connecting piece

### The CryptoCard option: the highest degree of security

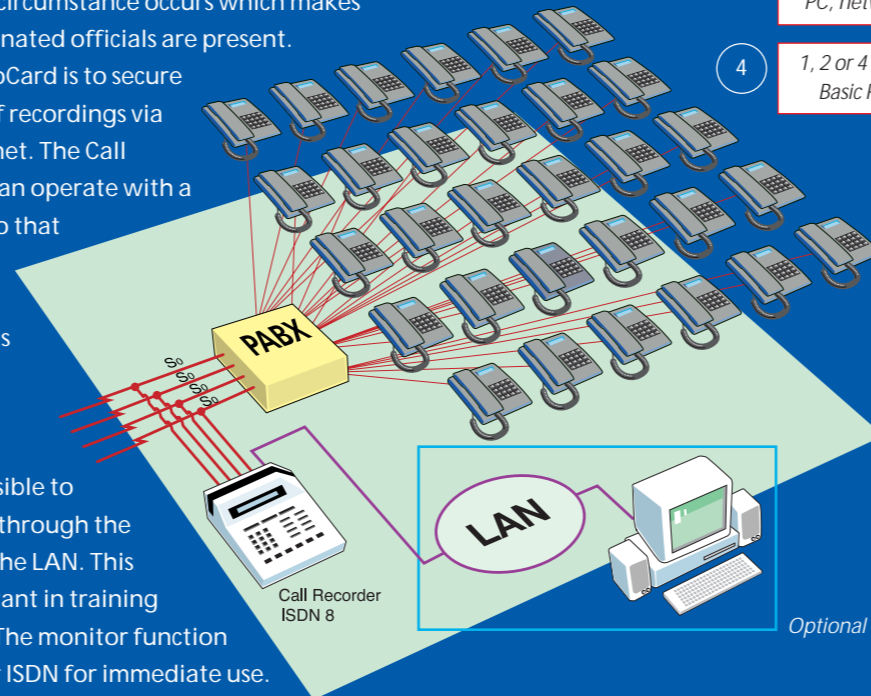
Recording telephone conversations may constitute a breach of privacy in respect of the nature of the company. This may be the case in an organisation where confidential information is sometimes discussed via the telephone, such as in a hospital. Where it is nevertheless important to record all conversations in order to be able to respond adequately to a security risk, CryptoCard technology provides a solution. Each Call Recorder ISDN is supplied with a built-in card reader in which a CryptoCard fits with which recordings are coded. Coded recordings can only be played with the aid of the correct CryptoCard and PIN code. For example, by using a procedure you can offer the guarantee that recordings are only listened to if a predetermined circumstance occurs which makes listening necessary and if designated officials are present. Another function of the CryptoCard is to secure in a sound way the transport of recordings via networks or even via the Internet. The Call Recorder IP Archive Software can operate with a CryptoCard reader for the PC so that coded recordings can be listened to with the correct card and code on a PC as well.

### The monitor function

The Call Recorder makes it possible to listen in on recordings directly through the telephone loudspeaker or via the LAN. This application is especially important in training situations and at Call Centres. The monitor function is present in each Call Recorder ISDN for immediate use. As an option, PC software is available which makes it possible to connect with the recorder via the LAN and to listen in on recordings.



- 1 Input and output for microphone, external loudspeakers or headset
- 2 Input for 7.5-volt mains supply
- 3 Ethernet port with TCP/IP protocol for connection to PC, network or router
- 4 1, 2 or 4 connections for Basic Rate Interface



The models and accessories	
1490	Call Recorder ISDN 1 x S0 (2 conversations) 2,600 hours
1492	Call Recorder ISDN 1 x S0 (2 conversations) 5,200 hours
1494	Call Recorder ISDN 2 x S0 (4 conversations) 5,200 hours
1496	Call Recorder ISDN 2 x S0 (4 conversations) 7,800 hours
1498	Call Recorder ISDN 4 x S0 (8 conversations) 7,800 hours
1350	CryptoCard – set of 3 identical cards
1356	CryptoCard – set of 6 identical cards
1357	CryptoCard – set of 1 x 3 master cards (archive) and 4 x 3 cards for recorders
1352	Call Recorder IP Archive software for 4 recorders
1354	Call Recorder IP Monitor software
1353	CryptoCard reader for COM port PC (can be used with archive software and monitor software)
1196	Conference microphone
1197	Loudspeaker box for extra amplified reproduction
1358	Cable with converter for connection to USB port PC with Ethernet port recorder



Crypto Card for ultimate security

# Call Recorder ISDN

Digital Telephone Call Recorder



Records up to 8 conversations simultaneously

Up to 7,800 hours storage capacity

Network connection

A product of Vidicode Datacommunicatie BV



**Vidicode Datacommunicatie BV**

tel.: +31(0)79 3617181  
www.vidicode.nl

fax: +31(0)79 3618092  
vidicode@vidicode.nl

