Call Recorder IP

Call Recording:

telephone conversations on record

Call Recording is becoming increasingly important in daily business. Increased liability and cases of fraud and threat make Call Recording an essential tool for organisations. Recorded telephone calls are being used more and more to clarify what was agreed upon, or as evidence of fraud or threats. The Call Recorder IP's many models give you the ability to record all your phone-calls, whatever the circumstances.

The Call Recorder IP as a means of checking agreements

Agreements reached on the phone form an important part of business in the financial world, but are also increasingly common in trade, industry, and the Civil Service. Using a recorded conversation as evidence of an order or agreement is common practice in these sectors. The Hard Disk Call Recorder has been developed for this specific purpose, with all its recordings being available at any time. The reliability of the Call Recorder makes it possible for the recording of agreements and orders to become standard business practice.

The Call Recorder IP as a security safeguard

A company or organisation in the public sector, or with accountability to society, inevitably deals with confrontations and discussions - unfortunately including threats. A person answering the phone cannot be prepared for all these situations. If an incident is recorded automatically, an unexpected problem can always be discussed with colleagues or people in charge. For this reason Call Recorders play an important role in protecting persons, organisations and assets.

As well as the Hard Disk Call Recorder, the Flash Call Recorder is the model specifically designed to cope with security problems.

The 'IP' in Call Recorder IP

The new Call Recorder IP offers users the connectivity lacking from previous models. The Call Recorder can simply be connected to the local area network, and also to the Internet, via the IP port. In this way recordings in the Call Recorder can be transferred quickly and easily to a central server for archiving and backup. Because the Call Recorder IP effectively works as a FTP server, recordings can also be transferred via the Internet or via a router and dialup connection. A PC can then archive all recordings centrally and conveniently with the software available as an option.

The fact that the Call Recorder operates independently of a PC, yet is easily connected to it, offers the user the high reliability needed for recording important calls.

Flexibility from easy availability

The Call Recorder is usually placed on or near a desk, and connected to the telephone. This has many advantages over central voice-logging systems. The recorder is quickly and easily connected, and works straightaway. Calls can be retrieved and played back in a user-friendly way. Because of its simple operation the Call Recorder will really be used, and not seen as a remote privacy-threatening machine kept in the cellar.

The Crypto Card: the ultimate in security

The newly developed Crypto Card technology for the Call Recorder IP offers an new dimension in security, not only when the recording is in the Call Recorder IP, but also when it has been transferred elsewhere. It is impossible to play a recording without the correct Crypto Card and the PIN code that comes with it, so that recordings can safely be sent via Internet. Another advantage of this technology is that several people with different Crypto Cards can make use of the same Call Recorder, without being able to listen to each other's recordings. The security of the Crypto Card overcomes the issue of company privacy, whilst also increasing the evidential value of a recording, because the Crypto Card ensures that a recording is original and has not been tampered with. The Crypto Card is an option available with the Call Recorder IP.

Compatibility: key to ease of use

Recordings that have been transferred from the Call Recorder IP to a PC or server can be played on any PC with a soundcard. The file formats can be converted without loss of quality and sent by e-mail, for example. Crypto Card encoded recordings can be played by a PC provided with a Crypto Card reader.

The Call Recorder IP Archiving System: decentralised becomes centralised.

The great advantage of the TCP/IP connection on the Call Recorder IP is the ability to make backups of the recordings quickly and to archive them centrally or distribute them. No special software is needed for this as the Call Recorder behaves like an FTP server, with standard FTP software able to transfer the files from the Call Recorder. If you would like all your recordings neatly arranged in a central database from which selections can be made for conversion or further archiving, Call Recorder IP Archive Software is eminently suitable. This Windows software automatically creates an archive for 1 to 4 Call Recorders. With the help of this archive CD's can be made, and conversations played or converted. Call Recorder IP Archive Software is compatible with the PC Crypto Card Reader.

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Call Recorder

Soft-keys with function determined by the display

Crypto Card for ultimate security and triple DES encryption

Call Recorder *IP*

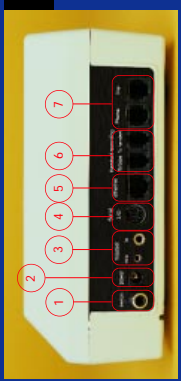## Digital telephone call recorder

Sold by:
TWAcomm.com
http://www.TWAcomm.com
Toll Free: (877) 892-2666

Up to 3900 hours capacity
**Network connection**
CryptoCard protection

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1. Connection for footswitch or other external operation
2. Connection for 7.5 Volt power supply
3. Input and output connections for microphone, external loudspeaker and headset
4. RS232 port for connection to PC
5. Ethernet port with TCP/IP protocol for connecting to PC, network, or router
6. Connection for telephone and handset for recording from the handset
7. Connections for line and telephone for recording from the telephone line

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Other applications of the Call Recorder

The Call Recorder does not only record telephone calls, it can also function as a high capacity audio recorder. It is especially useful when recording meetings. Its popularity in this application is the result of two important features:

- there is no limit to recording time
- the recordings can be copied and distributed very easily

In this way recordings of a meeting can be put at the disposal of the participants via the net or sent on a CD-ROM.

Another application of the Call Recorder is as a headset telephone, meaning that loss of space on the desk due to the recorder taking up extra room is not an issue. The optional footswitch is an ideal aid to transcribing minutes of meetings.

The Monitor function

The Call Recorder offers the ability to listen in to recordings via the net. This application is of special interest in training situations and Call Centres. The monitor function is present in every Call Recorder IP. There is optional PC software available that makes it possible to connect to the recorder via the LAN and listen in to recordings.
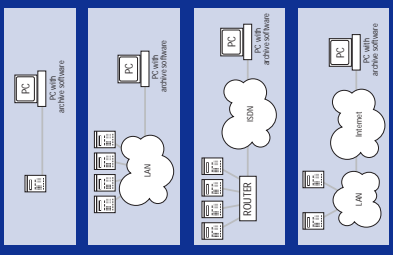
The models and accessories

1390	Call Recorder IP Harddisk 1950 hours
1392	Call Recorder IP Harddisk 3900 hours
1380	Call Recorder IP Flash 4 hours
1381	Call Recorder IP Flash 8 hours
1370	Call Recorder IP LS120 exchangeable disk 30 hours – including 1 disk
1350	Crypto Card – set of 3 identical cards
1356	Crypto Card – set of 6 identical cards
1357	Crypto Card – set of 1 x 3 mother 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 PC (to be used with archive software and monitor software)
1195	Footswitch
1196	Conference microphone ▲
1197	Loudspeaker for increased volume
1353	Cable for connecting a PC's RS232 port (COM port) to the Recorder
1358	Cable with converter for connecting a PC's USB port to the Recorder's Ethernet port
1172	LS120 disk drive for a PC
1174	LS120 disks for Call Recorder LS120

A product of Vidicode Datacommunicatie BV

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VIDICODE

Crypto Card for ultimate security

Technical specifications

Power	7,5 Volt alternating-current
	2A max./0,55A nom. via adapter

Operating Environment

Temperature	0 to 40 degrees Celsius
Humidity	10% - 90%

Connections | **Type connector**

serial RS232	Mini-DIN 9 pole female
max 115200bps	
ethernet 10-BASE-T	RJ45 UTP
handset in	RJ10
handset out	RJ10
line	RJ11
telephone	RJ11
microphone mono input 20MVolt at 10KΩ	mini-jack 2,5mm
Loud-speaker mono output 0,1Watt at 6Ω	mini-jack 3,5mm
Power supply	special
switch make/break or variable resistance	tulip type

Coding method	bytes/sec
DigiTalk 8.5	106,2,5
G.729	1000
G.728	2000
G.723 High rate	800
G.723 Low rate	6x2,5
G.711 A-law	8000
G.711 u-law	8000
PCM from A-Law	16000
PCM from u-Law	16000

Recording frequency	300Hz – 4000Hz (a G.711)
Encryption method	Triple DES (with optional Crypto Card)
Dimensions(LxWxH)	22,5cm/18cm/6cm
Weight	1Kg

Technical standards

EU Telecommunication	CTR21
EU Telecommunication – country specific norms	ATA4B & National Advisory Notes
USA Telecommunication	FCC part 68, subpart D
USA Emission	FCC part 15, subpart B
EU Safety	EN50081 part1, EN50082 part1
EU Emission	CE