Call Recorder ISDN II

Manual

V2.1
VC1574
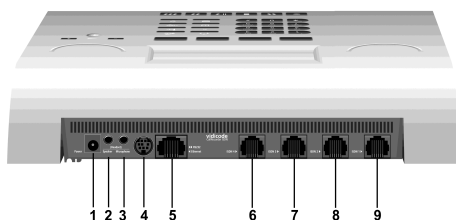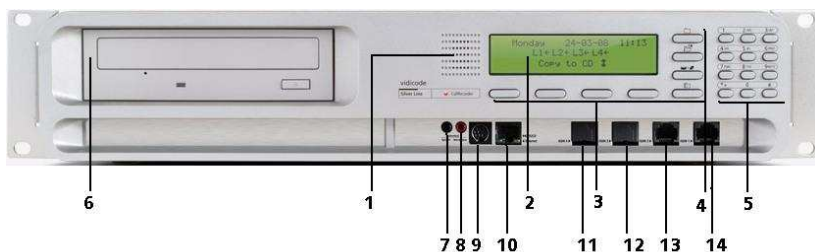
The Call Recorder ISDN – desktop model
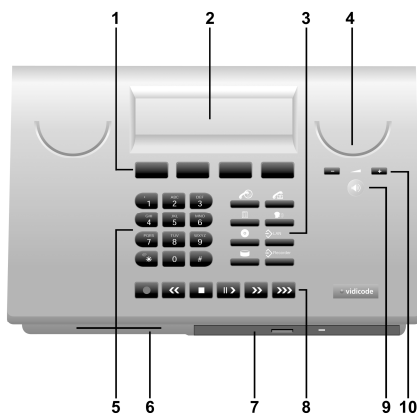
1. Menu keys
2. Backlight Display
3. Function keys
4. Speaker
5. Alfa-Numerical keys
6. CryptoCard reader
7. CD Drive
8. Recorder keys
9. Speakerphone key
10. Volume adjustment

1. Power
2. Loudspeaker
3. Microphone
4. RS 232 serial connection
5. Ethernet/LAN
6. ISDN BRI 4
7. ISDN BRI 3
8. ISDN BRI 2
9. ISDN BRI 1

The Call Recorder ISDN – 19" model

1. Internal loudspeaker
2. Backlight Display
3. Menu keys
4. Function keys
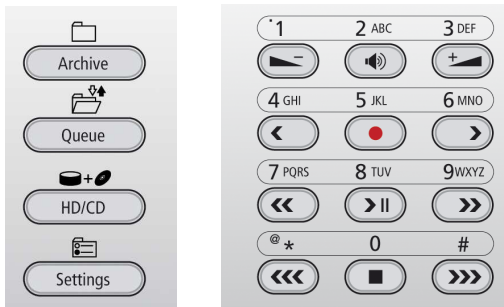5. Alfa-Numerical / Recorder keys
6. Optional CD drive
7. Loudspeaker connection
8. Microphone connection
9. RS 232 serial connection
10. Ethernet/LAN
11. ISDN BRI 4
12. ISDN BRI 3
13. ISDN BRI 2
14. ISDN BRI 1

Recorder-keys & Function-keys desktop model

●	≪	■	‖ ›	≫	≫›
Record	Backward	Stop	Pause/Play	Forward	Skip

Monitor			Playback calls
Numberlist			Announcement
CD menu		LAN	Network settings
HD menu		Recorder	Recorder settings
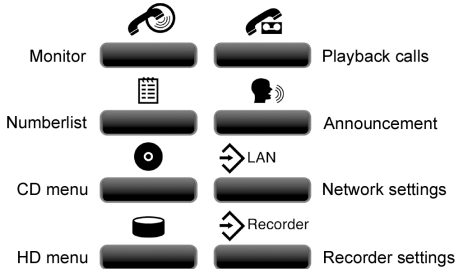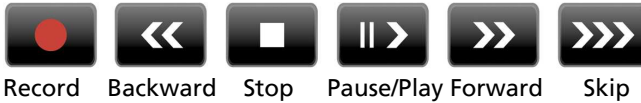
Recorder keys & Function keys 19" model

🗀		'1	2 ABC	3 DEF
Archive		◄	🔊	+◄
🗁		4 GHI	5 JKL	6 MNO
Queue		‹	●	›
🖴+🖊		7 PQRS	8 TUV	9 WXYZ
HD/CD		≪	›‖	≫
🗄		@*	0	#
Settings		≪≪	■	≫›

On the 19" model the numerical keys and the recorder keys are combined. This is possible because dependant on the selected procedure it is always obvious what the function of the keys must be.
During recording and playback the recorder keys have the standard recorder key functions.
If no recording or playback is taking place these keys have a different function. The ≪ and ≫ keys can be used to scroll through a selection of recordings, numbers in a list or through a settings menu. The ■ key will always exit the current operation. When editing text they function as explained in the table of the alpha-numerical functions below.

Alfa-numerical functions

Numerical keys	Function				
	Press the relevant key repeatedly or hold down:				
	1x	2x	3x	4x	5x
1	1	.	:	'	;
ABC 2	A	B	C	2	!
DEF 3	D	E	F	3	%
GHI 4	G	H	I	4	^
JKL 5	J	K	L	5	$
MNO 6	M	N	O	6	@
PQRS 7	P	Q	R	S	7
TUV 8	T	U	V	8	&
WXYZ 9	W	X	Y	Z	9
@ *	*	@	/	<	>
0	0	_	+	-	=
#	#	(	)	[	]

Recorder keys	Function
»»	Toggle uppercase and lowercase
»»	Forward
««	Backward

Care and Maintenance

	Keep the Call Recorder dry. If it gets wet, wipe it dry immediately Liquids might contain minerals that can corrode the electronic circuits.
	Use and store the Call Recorder only in normal temperature environments. Temperature extremes can shorten the life of electronic devices and distort or melt plastic parts.
	Keep the Call Recorder away from excessive dust and dirt that can cause premature wear of parts.
	Do not use harsh chemicals, cleaning solvents or strong detergents to clean the Call Recorder.

Content

1 Introduction

Silver Line Call Recorders for ISDN are digital audio recorders that can record from basic rate (BRI) There are two models:

- ISDN II for two S0 lines with compression facilities for up to 4 channels
- ISDN II for four S0 lines with compression facilities for up to 8 channels

These recorders are always shipped as a base model without recording channels plus a number of channels up to the maximum available for that model. Depending on the model Call Recorder and the number and type of ISDN lines that you have the Call Recorder ISDN can simultaneously record up to 8 calls.

You must always check that the number of channels that you require is installed. When insufficient channels are installed an upgrade up to the maximum channel count for the model that you have can be ordered from your dealer.

The Call Recorder can be delivered in two forms: build in a desktop case or in a case for in a 19" rack.

The Call Recorder ISDN always has an internal drive and a network interface.

A CD writer is optional and available for the 19" model.

This manual applies to all variations of the Call Recorder ISDN. The operation is kept almost the same between models. When there are differences because of the facilities that are installed, they are quite obvious and the manual will explain the differences between models that the user may see. The file format of the recordings is identical for all recorders and all communicate with PC software in the same way.

1.1 Basic Functions

Call Recorders ISDN are designed for continuous unattended recording. All recordings are stored digitally on the internal drive. The large storage capacity of the internal drive ensures the ability of the Call Recorder ISDN of long term unattended recording. Recordings are randomly accessible. The Call Recorder issues a warning when the internal drive is getting full. If the warning is ignored the oldest recordings will be overwritten by the newest.

Stored recordings can be accessed on the recorder itself or on PC's via the LAN using the optional Call Recorder Access software.

You can copy recordings from the internal drive to CD if your Call Recorder ISDN is equipped with a CD drive. Copying recordings to CD-recordable can be done in different ways for different purposes. It is possible to copy single recordings, copy a selection of recordings or automatically copy all new recordings. Recordings on CD can be viewed

and played with the Call Recorder Quick CD Access software that comes with the Call Recorder ISDN with CD.

The Call Recorder ISDN allows the user to listen in to ongoing calls through the internal speaker; this is called the Monitor function. The volume of the internal speaker can be adjusted. The Call Recorder ISDN also allows for the connection of a headset. The headset can be used to monitor calls and to listen to recordings.

1.2 Speech Compression

Call Recorders ISDN that have compression facilities on board compress recordings according to the G.723.1 format. G.723.1 compression has a good balance between audio quality and recording size and can be reproduced on most PC's with Microsoft Windows versions. Compressed recordings take up 1/10th of the size of uncompressed recordings. Therefore the compression has a profound effect on the storage capacity of the Call Recorder ISDN in terms of recording time.

Real time compression while recording many channels requires a lot of extra processing power and therefore extra hardware in the form of very fast processors.

1.3 Network

The Call Recorder ISDN features an Ethernet interface. The Call Recorder ISDN can be connected to a PC or computer network through the Ethernet interface. With its own IP address the Call Recorder ISDN acts as an FTP-server from which recordings can be downloaded using any FTP client. The Call Recorder Access software can be used to connect to the Call Recorder ISDN over the network to retrieve recordings and archive them on the PC. The Call Recorder Access software has extensive archiving capabilities including the creation of special archives suited for backup on CD. The Call Recorder Access System allows for fax image recovery of recorded fax transmissions.

The Call Recorder can e-mail its status in case of a malfunction. Recordings can also be emailed according to the extension\e-mail list.

Yet another application of the Ethernet connection is Real Time Remote Call monitoring over the network. The optional RTR Call Monitor software can be used to monitor all connected telephone lines over the network.

1.4 Search recordings

The Call Recorder has its own menu driven search function to find and play specific recordings. Recordings can be searched for according to date, Called number and line number. The Call Recorder ISDN has an internal speaker for playback of recordings.

1.5 Encryption

All recordings can be encrypted. The Call Recorder ISDN uses the CryptoCard option for this feature. Playback of encrypted recordings is not possible without the CryptoCard the recording was made with. Playback of encrypted recordings on a PC is possible only with the optional CryptoCard reader in conjunction with the original or a matching CryptoCard.

1.6 Pass through or passive configuration

The Call Recorders ISDN can be connected to the line in two ways:
Pass through mode – the recorder is installed between the network and the telephone system and all ISDN channels pass through the internal bus of the recorder and the recorder can take control at any time. Pass Through mode is also occasionally called In-Line mode
Passive mode – the recorder is connected in parallel to the line and just passively listening on the incoming and outgoing channels of the line.
The Call Recorders ISDN have been designed for pass through mode. The reason was that the recorders must comply with the regulations of most countries that – at least for some applications – require that there is some sort of notification to the caller that recording takes place. This is only possible in pass through mode.
Pass through mode has several other advantages then notification to the user:
It can intercept the D-channel and therefore control signaling between the telephone system and the network. This is used to filter numbers sent by the PBX so that they are not sent to the line.
 It can be used to capture commands from the user to the recorder which has several applications that will be explained in this manual.
Because of pass through mode the Call Recorder is equipped with loop-through relays to prevent the Call Recorder to disrupt telephone communication in case of a power failure or another malfunction. The loop-through relays then close to fall back into passive mode and ongoing telephone calls are not disconnected.

1.7 Privacy related functions

In some situations Call Recording is perceived as an intrusion of the privacy. The Call Recorder has several functions that allow the user to protect the privacy of anyone involved.
In most applications the recorder is set up to record all calls automatically. The Call Recorder ISDN can however be used to record specific numbers only or can be set to exclude certain numbers from recording. For this feature the Call Recorder ISDN has a Numberlist that

can be used as "blacklist" or as "whitelist". See Chapter 5 for more details.

The Call Recorder ISDN can be used as a security recorder. For this purpose the recorder has a feature where the number of day's can be set for the recorder to keep the recordings. In case of an emergency, recordings can be accessed while daily recordings are removed after the set number of days. This is used when for matters of privacy it is not desirable to keep recordings of the people involved for a long period. See § 3.9 for details.

Another option for security recording is the DTMF initiated recording. The Call Recorder can be set up so it can detect DTMF tones on the line and start and or stop recording, or label recordings so they are not deleted afterwards.

The CryptoCard option can be very effective to protect privacy. When the Call Recorder ISDN is set up to record with the CryptoCard the privacy of the people involved can be guaranteed because the recordings can only be played with a card matching the card the recording was made with and the password that belongs to it. Without the CryptoCards the recordings are not accessible. There are CryptoCards that can only be used to encode and not to decode recordings, so even when the recorder is stolen the privacy of its users remains protected.

The Call Recorder ISDN

1.8 What's in the box

The following parts are supplied with your Call Recorder ISDN II:

Desktop model ISDN II (basic rate):
- Mains power supply adapter and cable
- 2 or 4 ISDN cable with two RJ45 connectors (2 meter)
- 2 or 4 ISDN cable with two RJ45 connectors (30 centimeters)
- 2 or 4 ISDN T-adapters

19" model ISDN II (basic rate):
- Mains cable (not available for Switzerland and Australia)
- 2 or 4 ISDN cable with two RJ45 connectors (2 meter)
- 2 or 4 ISDN cable with two RJ45 connectors (30 centimeters)
- 2 or 4 ISDN T-adapters
- Brackets and screws for 19inch rack mounting

On all models that have the CD drive option installed:
- A CD with Call Recorder Quick CD Access software
- A CD recordable

1.9 Connecting the Power supply

1.9.1 On the desktop model

The Call Recorder ISDN desktop is powered through an AC power adapter. It does not have an On/Off switch; the Call Recorder ISDN is turned on by connecting the power supply.

1.9.2 On the 19" model

Use the supplied mains cable. The recorder does not have an On/Off switch; the Call Recorder ISDN is turned on by connecting the power supply.

In some countries (Switzerland, Australia) no mains cable is supplied because it cannot be bought in the country of manufacture (The Netherlands). Any standard computer mains cable will do.

1.10 Connecting to basic rate ISDN

1.10.1 Recommended way to connect

The Call Recorder ISDN II is connected in series between the NT1 line port and other equipment.

To PBX / Phone   ←   ←   Line / NT1

NT   TE
vidicode

**T-Splitter for
CallRecorder BRI**

ISDN

↓   ↑

Call Recorder
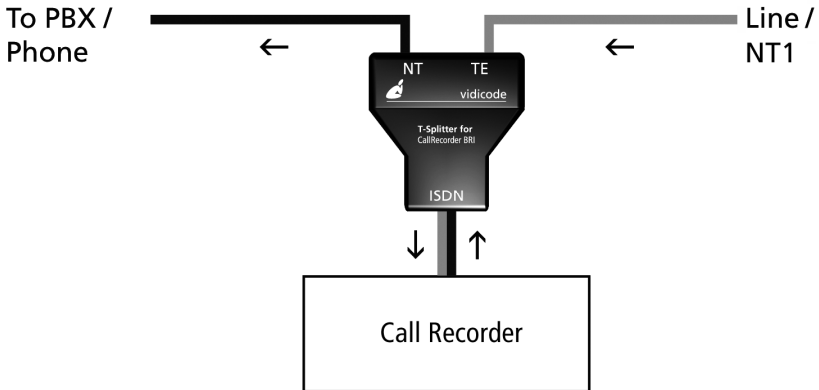
Per line you have received a T-splitter a long 8 wire ISDN cable and a short 8 wire ISDN cable.

Take the line of your existing equipment from the NT1 box and connect it to the NT port of the splitter.

Use one cable to connect the port labeled "ISDN" on the splitter with the port labeled ISDN 1 on the Call Recorder.

Connect the port of the splitter labeled TE with the NT1 box.

Make the same connections for the ports ISDN 2, 3 and 4.

As explained in the introduction, the Call Recorder can work in pass through mode where it is processing the complete data stream and in passive mode where it is just listening. Although this is a substantial difference it does not affect the connection to the line. It is controlled internally with relays and can be configured in software.

The figure below is an example of a possible setup of the Call Recorder ISDN II, using the 19" model.
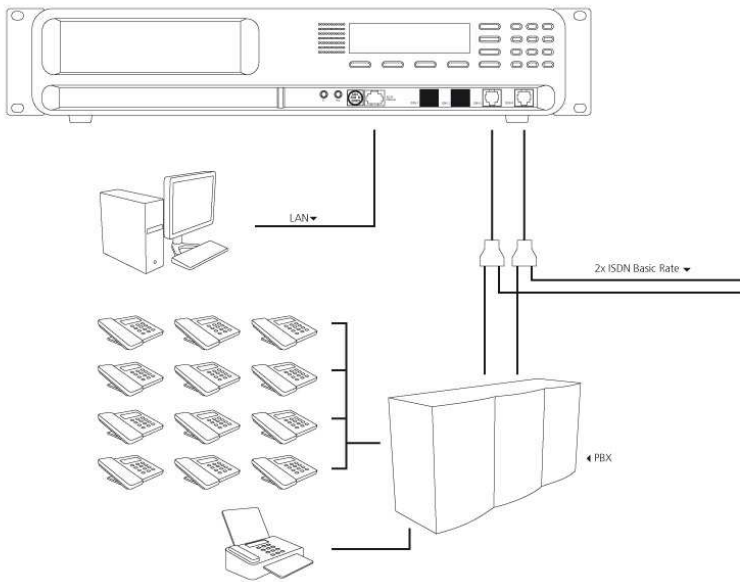
1.10.2 Alternative way to connect

Some users do not like to disconnect the lines when they install a Call Recorder. They prefer to connect the Call Recorder the way other ISDN terminal equipment is used on a point to multipoint basic rate line in a star like network structure.

This alternative connection method is a possibility. The drawback however is that pass through mode with all its advantages is not possible.

To use the alternative method to connect you must use a traditional ISDN T-adapter and a 4 wire ISDN cable for the connection to the recorder. When the Call Recorder is added to the little point to multipoint network it can passively record all equipment connected.

Please note: It is important that you use a 4 wire cable for this connection method. If you are in doubt about the correct connection method for this alternative, order the T-adapters and 4 wire cables from your Call Recorder dealer.

2 Configuration and operation

After you have connected the hardware it is time to configure and use the Call Recorder. This chapter explains you how the user interface works. In the following chapters we guide you with the configuration. You must:

- Go through the recorder settings and make changes if required
- Go through the network settings so the Call Recorder will fit in with your network
- Edit the Numberlists to enable special functions that you may want
- (Optional) Install the Call Recorder Access software on your PC and test the connection to the recorder

2.1 Operation basics

The Call Recorder ISDN has a common menu driven user interface. Most functions and operations are initiated by pressing a function key followed by a sequence of menu keys of which the function is determined by the text in the display. The use of function keys and menu keys is as follows:

Function keys

The most frequently used functions of the Call Recorder ISDN have been grouped in the function keys. Throughout the entire manual symbols representing the function keys are used to indicate the function key corresponding to the described function.

Menu keys

After pressing a function key the available functions are assigned to the four menu keys. The operation of the menu keys is determined by the text in the display right above the corresponding key. Throughout the entire manual figures representing the display with or without the menu keys are used to show the required action corresponding to the described feature.

Example:

```
Network Settings

NEXT      MENU        BACK    STOP
```

In this example you are instructed to press the menu key below the text **MENU** in order to open the Recorder setting menu.

2.2 Frequently used key indicators

The following menu key functions are consistently used throughout the manual.

MENU in the display indicates the presence of an underlying menu
Press **MENU** to open the underlying menu

NEXT in the display indicates the presence of more menu items
Press **NEXT** to jump to the following menu item

BACK in the display indicates the presence of an embracing menu
Press **BACK** to return to the embracing menu

STOP in the display indicates the absence of an embracing menu
Press **STOP** to return to operating mode

CHANGE will toggle the item in the display between "On" and "Off"
In some cases **CHANGE** is used to increase or decrease a value.

2.3 Save Changes

After making settings the user is forced to press YES or NO before returning to operating mode. Press STOP in the menu

```
Save Changes?

YES     NO          CANCEL
```

YES returns the Call Recorder ISDN to normal use with changed settings
NO returns the Call Recorder ISDN to normal use without changed settings
CANCEL returns to the settings

2.4 Initializing CD

When you place a new CD in the drive, it has to be initialized before it can read and write.
During initialization

```
          Initialising CD
```
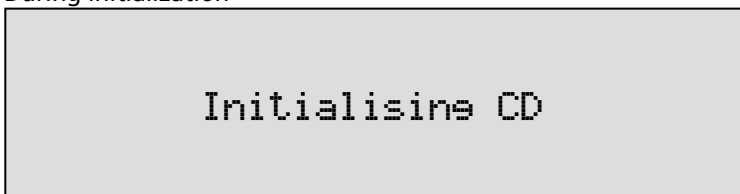
At this point the Call Recorder cannot be used for any other functions. The initialization of the CD may take up to 10 seconds. Recording is not interrupted by the initialization of the new CD.

3 Recorder settings

Recorder settings of the Call Recorder ISDN consist of the default settings of the Speaker and Volume, Numberlist, In-Line mode, Notification, [✱✱] Action, CryptoCard, Auto Delete, optionally protecting the Call Recorder with a password, setting of the Clock, and setting the Language. All Recorder settings are made in the Recorder settings menu.

3.1 Opening the Recorder settings menu

On the desktop model:

- Press the ⬢Recorder ▬▬ key to enter the recorder settings menu.

On the 19" model:

- Press the (Settings) key
- Press **System** to move to the recorder settings menu

The first item in the settings to appear is the loudspeaker setting.

3.2 Speaker

The Speaker setting controls the whether the loudspeaker will be used when the monitor function is started or a recording played. The loudspeaker usually must be turned off when you listen to recordings or monitor lines on external loudspeakers or with the supplied headset.

```
Speaker:   On

NEXT              CHANGE   STOP
```
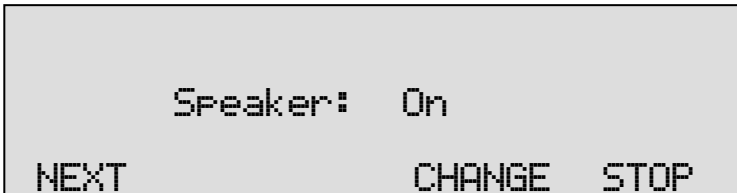
- Press **CHANGE** to disable or enable the Speaker.

```
Speaker:   Off

NEXT              CHANGE   STOP
```
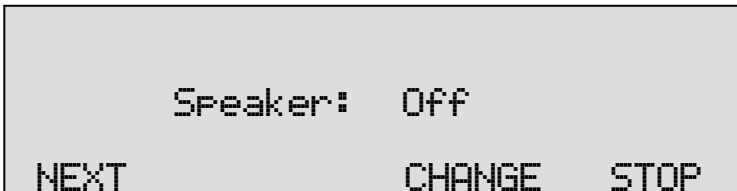
- Press **NEXT** to continue in the menu with the **Volume** setting or press **STOP** to exit the **configuration** menu.

3.3 Volume

The Volume setting determines the volume of the speaker or a headset or loudspeakers connected to the LS port.

```
     Volume:   7

NEXT     - CHANGE +     STOP
```
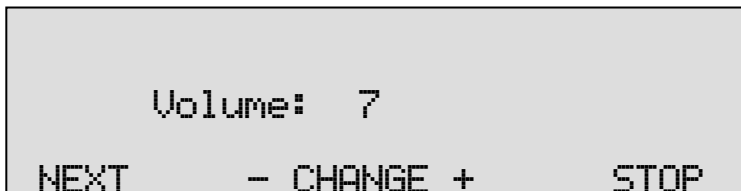
- Press **+** or **-** to increase or decrease the volume by one step.
- Press **NEXT** to continue in the menu with the **Numberlist** setting or press **STOP** to exit the **configuration** menu.

3.4 Numberlist

The Numberlist is used to include or exclude the numbers from recording. See the description of the Numberlist in Chapter 5. The setting Numberlist determines whether the Numberlist is used as "blacklist" or "whitelist" or whether it is turned "Off".

```
     Numberlist: Black

NEXT              CHANGE  STOP
```
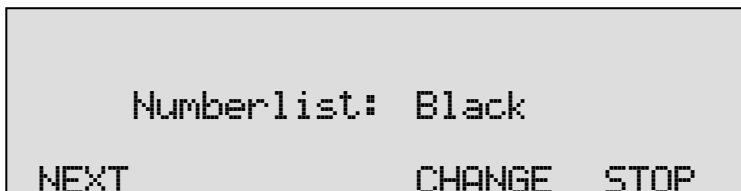
- Press **CHANGE** to select OFF, Blacklist or Whitelist.
- Default the Numberlist is set to **OFF**

```
     Numberlist: White

NEXT              CHANGE  STOP
```
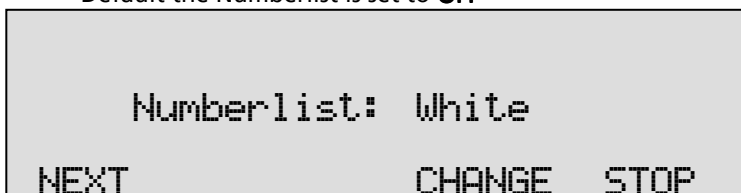
- Press **NEXT** to continue in the menu with the **In-Line mode** setting or press **STOP** to exit the **configuration** menu.

3.5 In-Line mode (pass through mode)

In-Line mode determines whether the Call Recorder can take control of the telephone lines. This is required for instance to be able to play a recording notification at the start or during a call.

```
    In-Line mode:   Off

NEXT             CHANGE   STOP
```

- Press **CHANGE** to select **ON** or **OFF**.
- Default the In-Line mode is set to **OFF.**
- Press **NEXT** to continue in the menu with the **notification** setting or press **STOP** to exit the **configuration** menu.

3.6 Notification

Notification can be with a spoken message at the beginning of the call or at the moment the recording is started. A notification message could be for example: "For security reasons our calls are being recorded". Following the In-Line mode setting as described above

```
    Notification:   Off

NEXT             CHANGE   STOP
```

- Press **CHANGE** to change Notification method. Select one of the following options:
- Incoming
- Outgoing
- Always
- Off

These options work as follows:

When "**Incoming**" is selected the message will be played when an incoming call is answered.
When "**Outgoing**" is selected the message will be played when an outgoing call is answered.
When "**Always**" is selected the message is played on both incoming and outgoing calls.

When "**Off**" is selected there is no notification.

The notification is standard disabled.
Please refer to § 5.1 how to record the notification message.
- Press **NEXT** to continue in the menu with the **Numberfilter** setting or press **STOP** to exit the **configuration** menu.

3.7 Numberfilter

The numberfilter is used to hide or replace extension numbers on outgoing calls. The reason to do this is that the PBX has to disclose the internal number to the recorder which will allow you to sort the recordings by the extension number.

Depending on the setting the number can be hidden altogether or replaced by the general number.

```
    Numberfilter: Off

NEXT              CHANGE    STOP
```
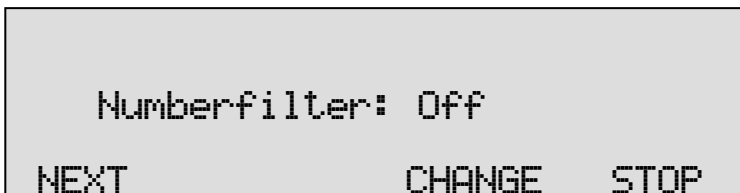
- Press **CHANGE** to change Numberfilter method. Select one of the following options:
- Remove
- Hide
- Replace
- Off

These options work as follows:

When "**Remove**" is selected the entire number is removed from the outgoing protocol communication, your service provider will fill in the number with the general number.
When "**Hide**" is selected the number is removed and the number is marked as restricted, the called party is not able to see your number.
When "**Replace**" is selected the number is replaced by a replacement number that can be entered afterwards in the next menu item (only when "Replace is selected"). Please note most service providers don't allow replacement and will correct the replacement with the general number.
When "**Off**" is selected there is no number filtering active.

The numberfilter is standard disabled.

- Press **NEXT** to continue in the menu with the **[✱✱] Action** setting or press **STOP** to exit the **configuration** menu.

3.8 Replacement

- When "Replace" is selected as action type for the numberfilter, the replacement string determines what the Call Recorder will send to the remote caller. You must fill in the number that you want the remote caller to see.
- The replacement number must be a number that really belongs to the line bundle that you have, otherwise the telephone provider will filter it out. Normally the main number of the organization will be used.

```
   Replacement: <empty>

 NEXT              CHANGE    STOP
```

3.9 [✱✱] Action

While recording, the Call Recorder can be controlled from the local telephone that it is recording. It will respond with a predetermined action when the "star" (✱) key on the telephone is pressed **twice**. This will send the corresponding DTMF tones to the recorder.

Important:
The configuration of the Action determines how the Call Recorder behaves while recording. To give you an example: When manual **start** is selected, the Call Recorder will **not** record anything until it receives the ✱✱ command.

The predetermined action that is enabled it may overrule the configuration as set with whitelist, blacklist and Auto-Delete. It also is a possible way to control the e-mail function.

```
+------------------------------------------+
|                                          |
|                                          |
|      [**] Action:  Off                   |
|                                          |
| NEXT                  CHANGE    STOP      |
+------------------------------------------+
```
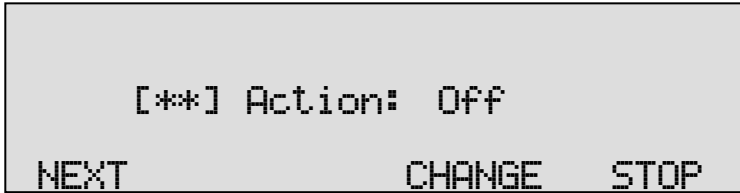
The following functions can be selected for the operation of the [**]
Action:
- Start
- Stop
- Start + Stop
- Stop + Start
- Save rec.
- Start + Save
- Email rec.
- Start + Email
- Off

When "**Start**" is selected a recording must be started manually. It will
not be started automatically unless it is on the whitelist. When the
recorder was not yet recording because it was on the whitelist, the
beginning of the call is not recorded. When the Notification message is
enabled, a Notification will be sent to the caller.

When "**Stop**" is selected a recording can be stopped. When the call was
being recorded, it will have been recorded from the start until it
stopped recording.

When "**Start/Stop**" is selected a recording can be started and stopped
must be started manually. It will not be started automatically unless it is
on the whitelist. When the recorder was not yet recording because it
was on the whitelist, the beginning of the call is not recorded. When a
Notification message is enabled, a Notification will be sent to the caller.
Note: It is not recommended to combine this option with existence of a
whitelist or a blacklist because the user may not know if the call is
already recording and therefore may stop the recording by mistake if he
wants to start recording.

When "**Stop/Start**" is selected a recording can be stopped and started.
All calls are recorded automatically from the start. When a Notification
message is enabled, a Notification will be sent to the caller. Note: It is
not recommended to combine this option with existence of a whitelist
or a blacklist because the user may not know if the call is already

recording and therefore may stop the recording by mistake if he wants to start recording.

When "**Save**" is selected in the option the current call is permanently saved and excluded from the AutoDelete function.

When "**E-mail**" is selected the recording is Emailed according to the email-list.

- Press **NEXT** to continue in the menu with the **[✱✱] Action** setting or press **STOP** to exit the **configuration** menu.

3.10 [✱✱] Dialing

When not recording, the user can select an external line, hear a dial tone, and then send a command to the Call Recorder. The command will either be ✱✱ or ✱ + two digits + an optional telephone number.

```
   [**] Dialing: Off

NEXT            CHANGE   STOP
```
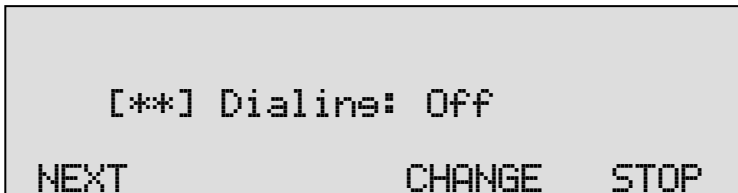
The options are:
- Save last
- E-mail last
- Save + Email
- User code
- Off

When "**Save last**" is selected the recording is saved, which overrules the Auto delete function.

When "**E-mail last**" is selected the recording is emailed according to the e-mail list.

When "**Save + Email**" is selected the last recording is saved and emailed.

When any of the options above, except "User code" is selected a list of possibilities is introduced:

✱11	E-mail the last recording
✱1(x) x= 1 to 9	E-mail one of the last 9 recordings (*12 till

	*19 to get older recordings).
✱22	Save/Mark last recording (mark to not auto-delete).
✱33	Unsave/Unmark last recording.
✱47 (telephone number)	Start recording and dial current outgoing call
✱44 (telephone number)	Start recording and save/mark current outgoing call
✱41 (telephone number)	Start and save/mark and E-mail current outgoing call.
✱00 (telephone number)	Do not record current outgoing call.
✱99	Erase last recording (must be enabled in the hidden menu first).
✱7(x) x= 1 to 9	Reserved for user commands. The command is stored by the recorder and PC applications can use it.
✱8(x) x= 1 to 9	Reserved for answering machine functions.

The option "**User Code**" is a method for call centre employees with a variable workstation to identify themselves. It is outside the scope of this manual to explain the User Code feature in detail.

Note: It is possible that your telephone system does not allow ✱commands while there is no connection yet. We have not yet observed this on a PBX, but we did see it on a certain model of ISDN telephone.
- Press **NEXT** to continue in the menu with the **next menu item** or press **STOP** to exit the **configuration** menu.

3.11 Compression

The default procedure while recording is to compress the recorded audio from aLaw to G.723.1. This is a factor 10 compression with hardly any loss of quality. It can however be disabled. The available recording time on the internal drive is calculated based on G.723.1 compression.

```
┌─────────────────────────────────────────┐
│                                         │
│      Compression:  On                   │
│                                         │
│  NEXT              CHANGE    STOP        │
└─────────────────────────────────────────┘
```

We recommend keeping compression enabled with some exceptions:

In any other case where you record only occasionally you may consider that compression is not necessary because the 1380 or 2760 hours of recording time that last without compression are sufficient and you do not want the loss of quality.

However, if you consider disabling compression, we recommend that you at least test the quality of compressed audio. Perhaps you will change your mind because the quality of compressed recordings is quite good.
- Press **NEXT** to continue in the menu with the **next menu item** or press **STOP** to exit the **configuration** menu.

3.12 CryptoCard

The CryptoCard is used for encrypting recordings. See Chapter 8 for a detailed description. In the standard configuration the Use CryptoCard function is disabled. With the Use CryptoCard function enabled all recordings will be encrypted and is it no longer possible to make recordings without a CryptoCard.

```
┌─────────────────────────────────────────┐
│                                         │
│      CryptoCard:   Off                  │
│                                         │
│  NEXT              CHANGE    STOP        │
└─────────────────────────────────────────┘
```
- Press **CHANGE** to enable or disable.

```
    CryptoCard:    On

 NEXT                CHANGE    STOP
```

When the Use CryptoCard function is enabled and there is no card inserted the Call Recorder will sound a warning and display:

```
 Monday        22-04-2014 11:08

        Please insert Card.
```

The warning will disappear when a valid card is inserted.
When Use CryptoCard has been enabled the next menu item will be the changing of the CryptoCard card PIN code. See § 8.4 for a detailed description.

- Press **NEXT** to continue in the menu with the **next menu item** or press **STOP** to exit the **configuration** menu.

3.13 CD Copy

This menu item will only appear when a CD recorder is installed.
The CD Copy setting can be set to Single or Double or OFF. When set to Single the Call Recorder will automatically copy all recordings to CD as a means of single backup. When set to Double the Call Recorder will automatically copy all recordings to CD as a means of backup just as when CD Copy is set to Single. The difference is that each following CD will be started with the last half of the recordings of the previous CD, thereby creating a double backup. Downside to the Double CD Copy is that the effective CD capacity is reduced to half that of the original capacity.

```
CD Copy:   Single

NEXT              CHANGE   STOP
```
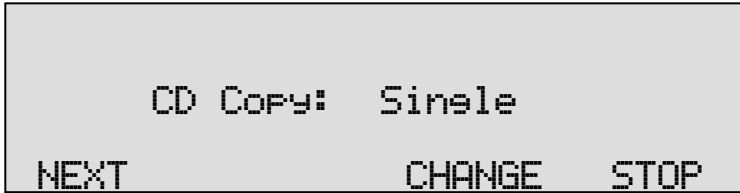
- Press **CHANGE** to select **Single** or **Double** or turn "CD Copy" **Off**.
- Default CD Copy is set to **OFF**. If Double is selected for the first time the first half of the first CD is filled with empty files.
- Press **NEXT** to continue in the menu with the **CD Copy time** or **Auto Delete** setting or press **STOP** to exit the **configuration** menu.

3.14 CD Copy time

If in the previous item the **CD Copy** parameter is set to **Single** or **Double** the **CD Copy time** is the next item in the menu. If in the previous item the CD Copy parameter is set to **Off**, **Auto Delete** is the next item in the menu, see the next paragraph.

The CD Copy time determines the time of the day when the recordings are copied to the CD. The CD Copy operation takes place once a day, preferably at a time when the phones are least busy.

```
CD Copy Time: 00:00

NEXT     - CHANGE +     STOP
```
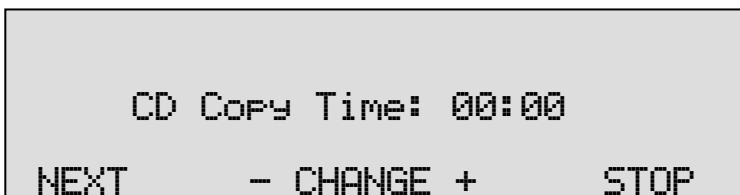
- Press **CHANGE** to select the time, use + or – to increase or decrease by 15 min.
- Press **NEXT** to continue in the menu with the **Auto Delete** setting or press **STOP** to exit the **configuration** menu.

3.15 Auto Delete

The Auto Delete function is a feature meant to protect the Privacy of the people that are recorded in the process. It is also there to be able to comply with legal situations where recordings are not allowed to exist longer then a certain period.

```
    Auto Delete:  Off

NEXT      —  CHANGE +     STOP
```

- Press **+** or **-** to increase or decrease the number of days. Select a value between 1 and 400 days or choose Off to turn the feature **Off**.
- Press **NEXT** to continue in the menu with the **Password** setting or press **STOP** to exit the **configuration** menu.

3.16 Protect the Call Recorder with a Password

The Call Recorder can be protected with a Password against unauthorized use. When password protection has been enabled all actions that change the operation of the Call Recorder are blocked before the correct password has been entered.

```
      Password:   Off

NEXT            CHANGE   STOP
```

- Press **CHANGE** to enter a password.

```
  New Password: ※000

STORE                CANCEL
```
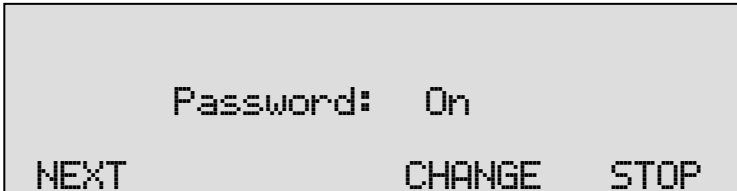
- Press **STORE**.

```
  Repeat Pasword: ※000

STORE                CANCEL
```

- Press **STORE** to enable the entered password.
- Press **NEXT** to continue in the menu with the Clock setting (§ 3.18) or press **STOP** to exit the configuration menu.

If the Password has been set you will be prompted for the password before entering the menus and before playback of recordings.

3.17 Remove Password protection

```
        Password:   On

NEXT                 CHANGE    STOP
```
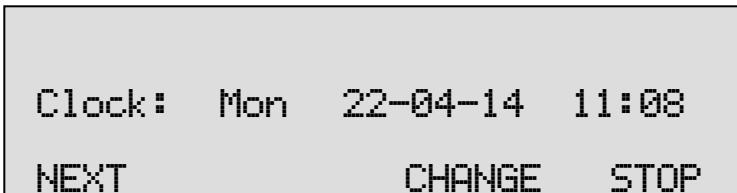
- Press **CHANGE** to disable the password.

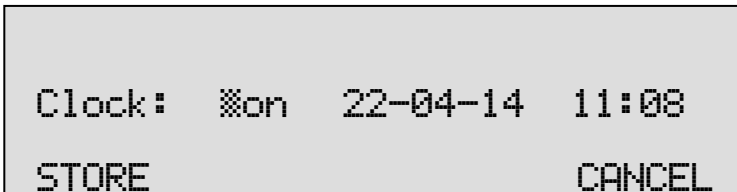The password protection has now been disabled.

- Press **NEXT** to continue in the menu with the **Clock** setting or press **STOP** to exit the configuration menu.

3.18 Set the Clock

To set the **Clock** do the following:

```
Clock:   Mon   22-04-14   11:08

NEXT                 CHANGE    STOP
```

- Press **CHANGE** to change the setting of the clock.

```
Clock:   ▩on   22-04-14   11:08

STORE                        CANCEL
```

- Press key's 1-7 to set the day of the week starting with 1 for Sunday.

The default date and time format is DD-MM-YY and MM:HH (when American has been set as language the format is changed to MM-DD-YY). Use the arrowed keys to move the blinking character left or right.

- Press soft-key **STORE** to store the changes or press soft-key **CANCEL** to return to previous values.
- Press **NEXT** to continue in the menu with the **Language** setting or press **STOP** to exit the **configuration** menu.

3.19 Set the Language

To set the **Language,** do the following:

```
Language:   English

            CHANGE    STOP
```
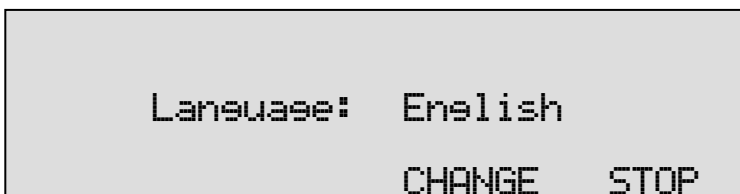
- Press **CHANGE** multiple times to select the preferred language.
- Press **STOP** to exit the configuration menu.

4 Search, playback, CD copy and monitoring

All stored recordings can be played back on the Call Recorder. To play a certain recording it has to be found and selected first. To find a recording the Call Recorder has a search function. The search function is described in § 4.2.

The Call Recorder also has a simpler and faster way to play the last recorded call. Playback of a selected recording is done with the recorder keys; it is the same as playback of the last recording as described in the following paragraph.
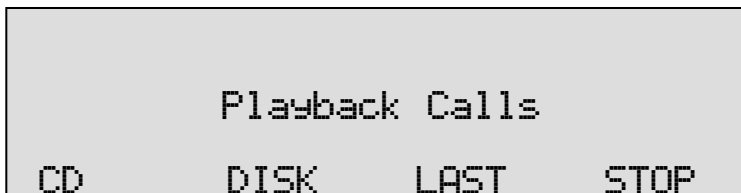
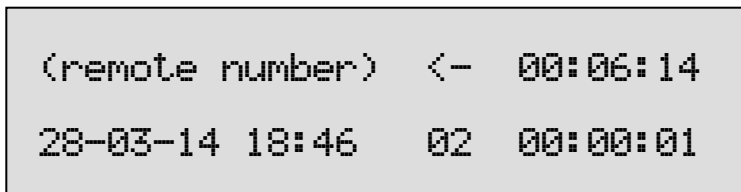## 4.1 Playing the last recorded call

On the desktop model:

- Press the ☎ key to open the playback menu.

On the 19" model:

- Press the 🗀 **Archive** key to open the playback menu.

```
        Playback Calls

 CD       DISK      LAST      STOP
```

- Select **CD** or **DISK** to play recordings from the selected device.
- Press **LAST** to play the last recording.

```
 (remote number)   <-   00:06:14

 28-03-14 18:46    02   00:00:01
```

The display shows the remote number between brackets. Next to that is the duration of the call, the arrow indicating incoming or outgoing call. Below that is the date and time of the call, the line number and the current playback position.

During playback the recorder keys have the usual recorder functions. The ◀◀ and ▶▶ recorder keys are used to move the playback position 60 seconds backward or forward. The ◼ key is used to stop playback. For playback of older stored recordings it is required to select the recording first. Read on for an explanation how to search for the desired recording.

4.2 Search stored recordings

The Call Recorder has a search function to find stored recordings. The search function starts with prompting for the date. The search can be further refined by a search according to remote number and line number. The entered search string for the date will always be preceded by the remote number, which in turn precedes the line number. Wildcards can be used to search for remote number or line number only. On the desktop model:

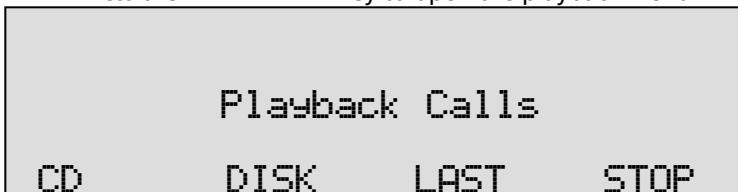- Press the ☎ key to open the playback menu.

On the 19" model:

- Press the ☐ Archive key to open the playback menu.

```
        Playback Calls

CD       DISK      LAST      STOP
```

- Select **CD** or **DISK** to play recordings from the selected device.

```
      Calls from ▒9-03-14

SEARCH   LOCAL              STOP
```
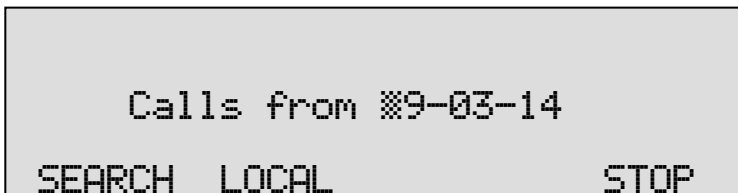
- Use the numerical keys to enter a date.

Entering the date or code to search for you can use the ✱ key as wildcard. For example enter ✱✱:03:14 to search for all messages from March 2014. The ◀◀ and ▶▶ are used to move the cursor left or right. It is also possible to refine the search according to remote telephone number or line number. In that case continue to read on § 4.2.1.

- Press **SEARCH** to search for recordings by the entered date.

```
28-03-14 12:11              1/24


SEARCH  INFO              STOP
```

For the entered date 28-03-14 there were 24 recordings found. The first of the 24 recordings is selected for playback, the date and time of the call is displayed to the left. Use the ◀◀ and ▶▶ keys to move the selected recording one up or down.

- Press the ▶ key to start playback of the selected recording.

```
(remote number)  <-  00:06:14

28-03-14 18:46   02  00:00:01
```

The display shows the remote number between brackets. Next to that is the duration of the call, the arrow indicating incoming or outgoing call. Below that is the date and time of the call, the line number and the current playback position.
During playback the recorder keys have the usual recorder functions. The ◀◀ and ▶▶ recorder keys are used to move the playback position 60 seconds backward or forward. The ■ key is used to stop playback. The next section describes how to refine your search to look for a specific number.

4.2.1   Search according to local number
Open the search menu as described in § 4.2. Remember that the entered date will always be incorporated in the search.

```
     Calls from ▓9-03-14

SEARCH   LOCAL            STOP
```

- Press **LOCAL** to enter a local number to search for.

```
   Local 7935*▓_____

SEARCH   REMOTE           STOP
```

- Use the numerical keys to enter a local number.

Entering the local number to search for you can use the ✴ key as wildcard. For example enter 7935*✴ to search for all recordings which start with the number 7935. By default, the recorder strips the leading 0's from the numbers stored. The ◀◀ and ▶▶ can be used to move the blinking character left or right. It is also possible to refine the search even further according to remote number. In that case continue to read on § 4.2.2.

- Press **SEARCH** to search for recordings with the entered number.

```
09-03-14 12:11          1/24

SEARCH   INFO             STOP
```

For the entered date and number 7935*✴ there were 2 recordings found. The first of the two recordings is selected for playback, the date and time of the call is displayed to the left. Use the ◀◀ and ▶▶ keys to move the selected recording one up or down.

- Press the ▶ key to start playback of the selected recording.

```
 (793560560)        <-  00:01:14

 09-03-05 18:46     02  00:00:01
```

The display shows the remote number between brackets. Next to that is
the duration of the call, the arrow indicating incoming or outgoing call.
Below that is the date and time of the call, the line number and the
current playback position.
During playback the recorder keys have the usual recorder functions.
The ◀◀ and ▶▶ recorder keys are used to move the playback position
60 seconds backward or forward. The ◼ key is used to stop playback.
The next section describes how to refine the search even further to
restrict it to a date range, phone number, and on which phone line the
call took place.

4.2.2   Search according to remote number
Open the search menu as described in § 4.2.1.

```
     Local ▓_____

 SEARCH   REMOTE            STOP
```

- Press **REMOTE** to enter a remote number to search for.

```
     Remote 3520*▓_____

 SEARCH   CONNECT           STOP
```

- Use the numerical keys to enter a local number.
Entering the remote number to search for you can use the ✱ key as
wildcard. For example enter 3520✱ to search for all recordings which
start with the number 3520. By default, the recorder strips the leading

0's from the numbers stored. The [«] and [»] are used to move the blinking character left or right. It is also possible to refine the search even further according to connected number. In that case continue to read on § 4.2.2.

- Press **SEARCH** to search for recordings with the entered number.

```
14-07-14 12:11              1/2



SEARCH    INFO            STOP
```

For the entered date and remote number 3520✱ there were 2 recordings found. The first of the two recordings is selected for playback, the date and time of the call is displayed to the left. Use the [«] and [»] keys to move the selected recording one up or down.

- Press the [>] key to start playback of the selected recording.

```
(352060560)      ->   00:54:14

14-07-05 09:46   01   00:00:01
```

The display shows the remote number between brackets. Next to that is the duration of the call, the arrow indicates an outgoing call. Below that is the date and time of the call, the line number and the current playback position.

During playback the recorder keys have the usual recorder functions. The [«] and [»] recorder keys are used to move the playback position 60 seconds backward or forward. The [■] key is used to stop playback. The next section describes how to refine the search even further to restrict it to a date range, phone number, and on which phone line the call took place.
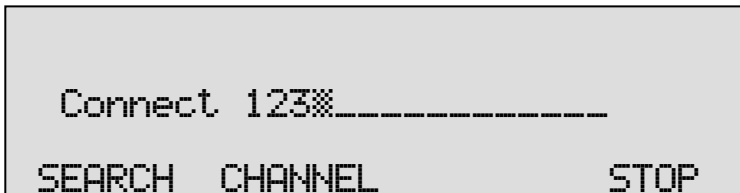
4.2.3   Search according to connected number
Open the search menu as described in § 4.2.2.

```
    Remote ▨_____

  SEARCH   CONNECT          STOP
```

- Press **CONNECT** to enter a connected number to search for.

The connected number is the actual number the caller is connected to. For an incoming call the connected number will be a local connected number, an outgoing call will display a remote connected number. Note that this often is not the number that is dialed. The connected number often is the number of the extension that answers the call. For various reasons the connected number may not be available. One possible reason is that the network suppresses it as we have noticed on sites in the UK. Another possible reason is that then number is suppressed on the PBX.
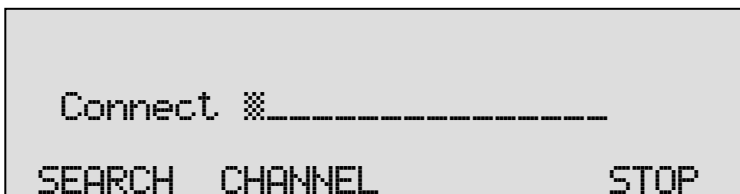
```
    Connect 123▨_____

  SEARCH   CHANNEL          STOP
```

- Use the numerical keys to enter a connected number.

Entering the connected number to search for you can also use the ✱ key as wildcard. This works in the same way as the local and remote number above.

4.2.4   Refined search according to channel number
Open the search menu as described in § 4.2.3.

```
    Connect ▨_____

  SEARCH   CHANNEL          STOP
```

- Press **CHANNEL** to enter a channel number to search for.

```
    Channel number = ▓

SEARCH   DATE              STOP
```

- Enter the number of the channel you want to search.
- Press **SEARCH** to execute the search.

```
14-07-14 12:11            1/2


SEARCH    INFO            STOP
```

The search has resulted in two recordings found. The first of the two recordings is selected for playback, the date and time of the call is displayed to the left. Use the ◀◀ and ▶▶ keys to move the selected recording one up or down.

- Press the ▶ key to start playback of the selected recording.

During playback the recorder keys have the usual recorder functions. The ◀◀ and ▶▶ recorder keys are used to move the playback position 60 seconds backward or forward. The ■ key is used to stop playback.

4.3 Recording information

Once a recording has been selected from the result of a search as described above

```
17-08-14 08:01            1/399

SEARCH    INFO            STOP
```

- Press **INFO** to open the info screen of the selected recording.

```
          Channel number = 03

      3471005  <- 342475893

                BACK
```

Both the local and remote numbers of the call will be displayed together with the arrow indicating an incoming or outgoing call.

- Press **BACK** to return to the search results.

4.4 Copy recordings to CD

It is possible to copy recordings from the internal drive to CD. There are two ways to copy recordings to CD.

For "Copy individual recordings" see § 4.4.1, and for "Copy a selection of recordings" see § 4.4.2.

4.4.1 Copy a individual recording

First select the recording you want to copy as described above.

```
  14-07-14 12:11              1/2



  SEARCH   INFO             STOP
```

- Press the HD/CD or ⬤▬▬ function key.

```
         Copy recording to CD



  YES          Start?         NO
```

- Press **YES** to start copying the recording.

When the recording has been copied:

```
              Copy completed.

                                  STOP
```

- Press **STOP** to finish.

Beware: After copying the recording the CD is not yet usable for the PC. To make the CD usable for the PC a directory has to be made. Please see § 6.3 for a description.

4.4.2   Copy a selection of recordings
First define the search to locate the recordings you want to copy as described above.

```
          Calls from **-06-14

 SEARCH    LOCAL            STOP
```

- Press the HD/CD or ⬤▬▬ function key in stead of **SEARCH**.

```
     Recordings found: 107

          Copy to CD?

 YES                       NO
```

- Press **YES** to start copying the recording.

Beware: After copying the recording the CD is not yet usable for the PC. To make the CD usable for the PC a directory has to be made. Please see § 6.3 for a description.

4.5 Line status

The line status of all the lines can be viewed as follows:

Press the < and > keys (numeric 4 and 6) to select a channel/line you want information about.

```
L06  ???   -   (no number)

Free.

          Lines Busy = 0
```

The top line will display the selected channel/line number followed by the local phone. To the right is the remote number. In between the local and remote numbers there is an arrow for the call direction. An arrow pointing to the left is an incoming call, an arrow pointing to the right is an outgoing call. The second line in the display indicates if the line is used in case a call is going on

```
L03   3471000   <- 793479336

Recording.                04:36

          Lines Busy = 1
```

In this case the channel/line 3 is used for an incoming call from the remote number 793479336 to the local number 3471000. The channel is recording and the call has been going on for 4 minutes and 36 seconds. You can also see there is one line busy at that moment. The numbers of the calls remain in the display of the channel after the call has ended, it will however indicate the line is "Free".

Use the and keys to scroll through the channels. It is possible to scroll through the busy lines with the key.

4.6 Monitoring

Monitoring of the telephone lines is a feature of the Call Recorder that allows the user to listen in on the recording of the telephone conversations.

4.6.1 Monitoring on the desktop model

This is a procedure to start monitoring that works on the desktop model only:

- Press the ✆ function key to open the monitor function.

There is no special function key for monitoring on the 19" model.

```
      Line/Channel Monitor
          (press 1 – 8)

                          STOP
```

- Enter the line/channel number to monitor.

```
Monday          22-04-14 11:08

     Lines busy = 0

   Monitor on Channel 1
```

Now when a call takes place on channel 1 the call will sound through the speaker. If the speaker is turned off, press the loudspeaker button to turn it on. Use the volume keys to control the loudspeaker volume. Change channels by pressing the channel number to select another channel to monitor.

Stop the monitor by pressing soft-key STOP or pressing the ⬛ key.

- Pressing numbers **1** - **8** will change the monitor and the channel status display to the selected channel.

```
L06 123456   ->   817162538

Recording.            01:54

     Lines Busy = 3
```

4.6.2 Monitoring on all models

On all models monitoring can be started using the ⏪ and ⏩ keys to scroll through the channels or with the ⏩ key to scroll through busy channels.

```
L06 123456  ->  817162538

Recording.            01:54

        Lines Busy = 3
```

This is identical to viewing the line status. When you have selected a busy line, it is sufficient to press the loudspeaker button to monitor the selected channel. Use the volume keys to control the loudspeaker volume.

Stop the monitor by pressing soft-key STOP or pressing the ▢ key.

5 Notification message and Numberlist

In this Chapter the recording of the notification message is described and the use of the numberlist is explained.
The notification message is used to announce to the remote party that the call is being recorded. The setting of the notification message is described in § 3.5.
The numberlist can be used as Blacklist or Whitelist and can contain 250 numbers. Using the list as Blacklist means that the calls to or from the numbers in the list are not recorded. Conversely, when the numberlist is used as Whitelist the calls to and from the numbers in the list are recorded while the rest of the calls is not.

5.1 Recording a notification message.

To record a notification message, you have to open vcFTPAccounts on the product CD. This program has a Notification tab in which you can, using the PC's microphone or an external microphone record and upload the Notification message. Please refer to the programs Help file for more information.
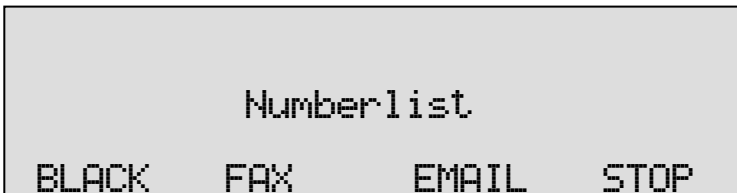
5.2 View a numberlist

On the desktop model:

- Press the ▬▬ function key to view the numberlist.

On the 19" model:

- Press the (Settings) function key.
- Press LISTS

```
                    Numberlist

  BLACK     FAX        EMAIL     STOP
```

- Press **BLACK** to view the Blacklist

```
        Blacklist - 1/20

              12345

  NEXT      NEW      DELETE   STOP
```
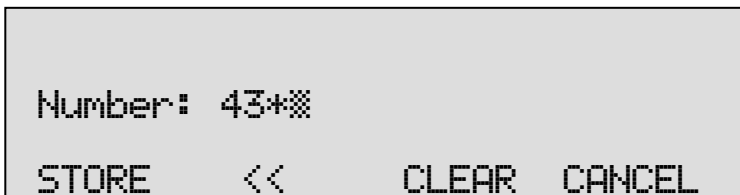
The number "12345" is the first of 20 numbers in the list.

Press NEXT to view the next number in the list or use the ⏴⏴ and ⏵⏵ keys to scroll through the list.

5.3 Add a number to the list

To add a number to the numberlist you need to view the list first as described above.

- Press **NEW** to add a number to the list.

```
  Number: 43*▓

  STORE     <<      CLEAR   CANCEL
```

Enter the number that needs to be added to the list. A leading 0 in front of the numbers must not be entered. Wildcards are allowed to enter a range of numbers, e.g. 43∗ will block or include all the numbers that start with (0)43.
Press STORE to add the number to the list. Press STOP to leave the numberlist-menu and acknowledge to save the changes.

5.4 Remove a number from the list

To remove a number from the numberlist you need to view the list first as described above. Select the number you want to remove from the list.

```
        Blacklist - 9/21

           793471000

  NEXT      NEW      DELETE   STOP
```

- Press **DELETE** to remove the number from the list.

```
   Blacklist - 9/21

        793471000

 YES      Delete?      NO
```
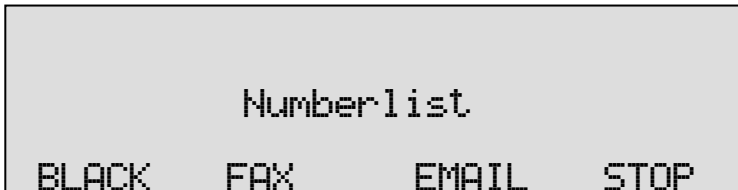
- Press YES to remove the number from the list.
- Press STOP to leave the numberlist-menu and acknowledge to save the changes.
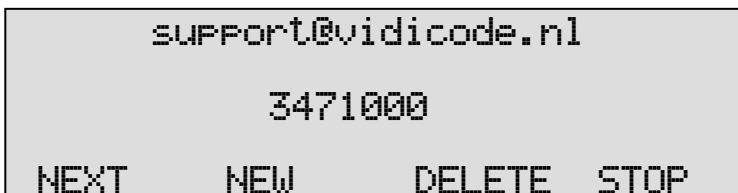
5.5 The Faxlist

The external faxlist may still apear on the display, but represents a feature that is no longer supported for this recorder.

5.6 The E-mail list

The e-mail list is used to e-mail recordings from extensions to the e-mail addresses coupled to the extension numbers. Recordings can be emailed using the [✱✱] Action and [✱✱] Dialing functions.
Open the numberlist.

```
          Numberlist

 BLACK    FAX      EMAIL    STOP
```

- Press **E-MAIL** to view the E-mail list

```
     support@vidicode.nl

          3471000

 NEXT     NEW     DELETE   STOP
```

The number "9573784" is the first of 200 numbers in the list.

- Press **NEXT** to view the next number in the list or use the ◀◀ and ▶▶ keys to scroll through the list.

To add or remove numbers from the list please refer to the previous paragraphs where these functions are described for the general numberlist. The operation to add or remove numbers from the e-mail list is identical.

An e-mail list can also be entered by placing a file "email.txt" onto the internal drive of the Call Recorder. This can either be done through the Ethernet connection with FTP or through the CD.

The email.txt file should have the following format:
"Number\emailaddress". For example:

 793471038\erik@vidicode.nl
 7038793012\susan@hotmail.com
etc. etc.

6 Using the CD drive and the CD menu

The CD recordable has become popular as carrier for digital data. Most Call Recorder ISDN recorders have a CD drive. The CD drive is used to copy recordings onto recordable CD's for backup purposes.
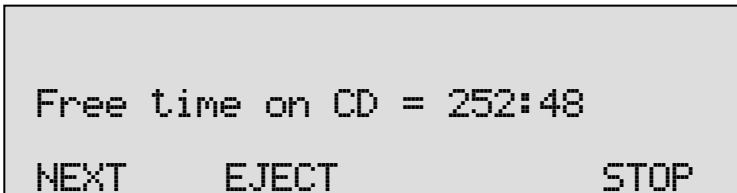
6.1 The CD menu

The following paragraphs describe the operation of the CD functions that are grouped in the disk menu. The disk menu is started with the Disk function key.

6.2 Free time left on CD

- Press the ⬤▬▬▬ function key to enter the disk menu.

On the 19" model:

- Press the 🔘+⬤ (HD/CD) function key.

```
Free time on CD = 252:48

NEXT     EJECT          STOP
```

The number in the display is an indication of the available recording space on the CD. Effectively the available recording space is slightly smaller due to space consumed when a directory is made.

6.3 Create CD directory

Creating a directory on the CD is done to make the CD usable for the PC.

- Press the ⬤▬▬▬ or 🔘+⬤ (HD/CD) function key to enter the disk menu and press **NEXT** once.

```
        Create CD directory

NEXT      EJECT      START    STOP
```

- Press **START** to start creating a directory.

```
        Create CD directory

OPEN      CLOSE              CANCEL
```

- Press **OPEN** or **CLOSED** to create an open or closed directory.

An "open directory" leaves the remaining space on the CD open for recording.
A "closed directory" disables the CD for further recording.
Note: A CD Directory will include only the recordings that are on the CD when making the directory!
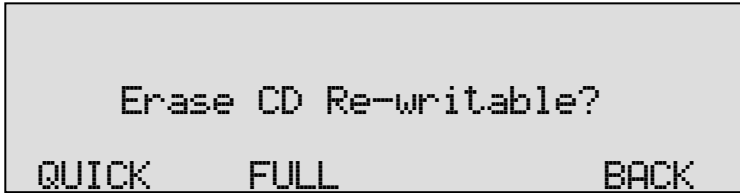
6.4 Erase CD Re-writable

If a CD-rewritable is used the recordings on the CD can be erased.

- Press the ▬ or [HD/CD] function key to enter the disk menu and press **NEXT** three times.

```
        Erase CD Re-writable?

NEXT      EJECT      START    STOP
```
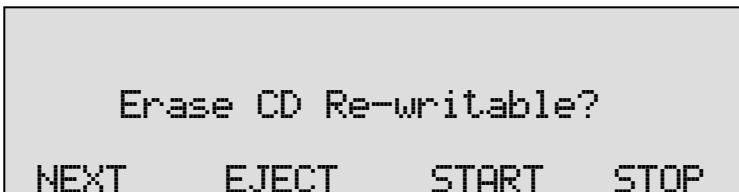
- Press START to proceed erasing the CD

```
        Erase CD Re-writable?

 QUICK      FULL              BACK
```

- Press **QUICK** or FULL to proceed
- Choose **QUICK** to erase the CD directories only.
- Choose **FULL** to erase the entire CD.

```
          CD Quick Erase

  YES         Start?          NO
```
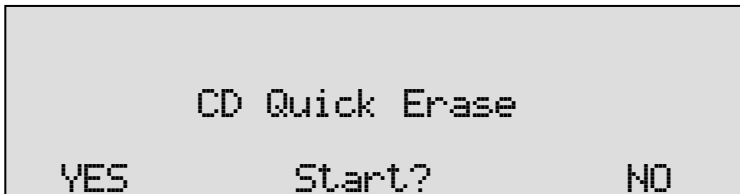
- Press **YES** to start erasing.

When the Call Recorder is finished erasing

```
        CD Erase completed.

   EJECT                   STOP
```

- Press **STOP** to finish.

6.5 Software update

The Call Recorder has the ability to update its own internal operating software from CD.

- Press the ▬ or (HD/CD) function key to enter the disk menu and press **NEXT** four times.

```
Software Update

EJECT     START    STOP
```

Place the CD with the software update in the CD drive and press **START**
It may take a few seconds for the Call Recorder to recognize the CD.

```
Software update

YES         Start?         NO
```
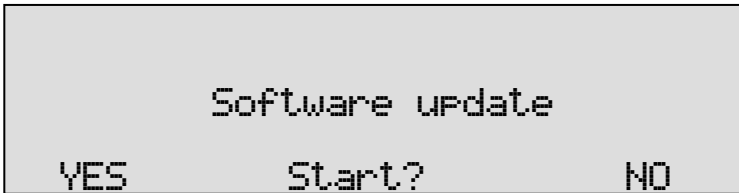
- Press **YES** to start the software update.

While searching for the update

```
Software update

Busy......
```
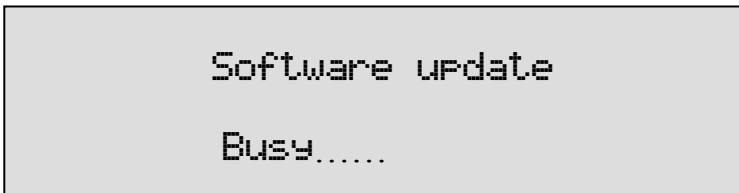
The various software parts will be updated automatically when newer versions have been found.

```
One moment please!
```

WARNING! Do not interrupt the Call Recorder in any way at this point!
Interrupting the software update may cause un-restorable failure!

```
Update  finished.

                         STOP
```
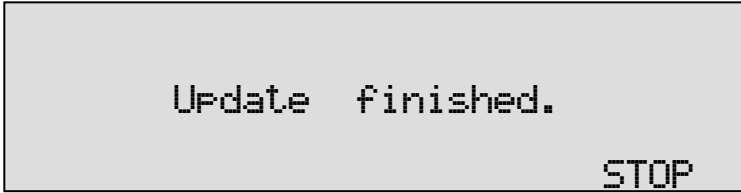
- Press **STOP** to finish.

The recordings in memory and your settings will remain intact after the software update.

7 The Drive/Disk menu

The desktop model has a disk menu with some statistical information. This menu is not available on the 19" model.

- Press the [icon] function key to open the disk menu.

```
Free on Disk:   7918 Hours

NEXT                     STOP
```

In this example there is 9918 hours of recording time free on the internal drive.

- Press **NEXT** to continue with the Oldest recording.

```
Oldest recording:  26-11-05

NEXT                     STOP
```

The date of the oldest recording on the internal drive is displayed. Press NEXT to continue with the Total number of recordings

```
Total recordings:    85648

                         STOP
```

The total number of recordings is displayed.

- Press **STOP** to leave the disk menu.

8 Encrypted recording

Call Recorders feature a system for encrypted recording whereby IC cards called CryptoCards are used as a key. Encrypted recordings are made to prevent unauthorized playback of and listening to recordings. The system is very safe and recommended when some sort of security breach is possible. Examples of such a situation are:

- The Call Recorder is connected to a network or even internet and there are reasons to think that password security is not enough.
- The Call Recorder can be accessed and operated by persons who are not allowed to listen to all recordings and there are reasons to think that password security is not enough.
- Privacy is considered to be an issue and therefore strict procedures must be maintained around listening to the recordings.

The CryptoCard is a chip card that holds the key to the encryption and decryption. Encrypted recordings can only be played back together with the original or a matching CryptoCard and its password.
The desktop model of the Call Recorder ISDN is equipped with an external card reader specifically for this purpose; it is located on the left front side of the device.
The 19" model has an internal reader and the case must be opened to place the card. The idea behind this is that a recorder built into a 19" rack normally will be accessed from remote only. It is a drawback rather then an advantage when the card can easily be removed. For the 19" model the Privacy Card is recommended which means that playback on the recorder with the internal card is not possible and the recordings can only be reproduced on a PC with the matching CryptoCard.
CryptoCards can be obtained from your Vidicode products supplier. The use of the CryptoCard encryption function is enabled in the Recorder settings menu. See § 3.4 to enable the use of a CryptoCard.

8.1 Several types of CryptoCard

As mentioned there are cards that can be used for recording and for playback and there are cards that can be used for recording only, the so called "Privacy Cards". It is important to understand the difference.

- When it is important to be able to listen to recordings on the Call Recorder, use the standard CryptoCard.
- When you prefer that it is not possible to listen to recordings on the Call Recorder, use the CryptoCard Privacy card.

It is also possible to supply sets of individual cards with a "Master Card" that can be used to decode all the individual cards. The application is

when employees are only allowed to listen to their own recordings while, when needed, the management must have the ability to listen to all recordings. This card type is more common for another product then the Call Recorder ISDN, the Call Recorder Single.

8.2 Insert CryptoCard into Call Recorder ISDN

Insert the CryptoCard into the Call Recorder ISDN as shown in the figure below.
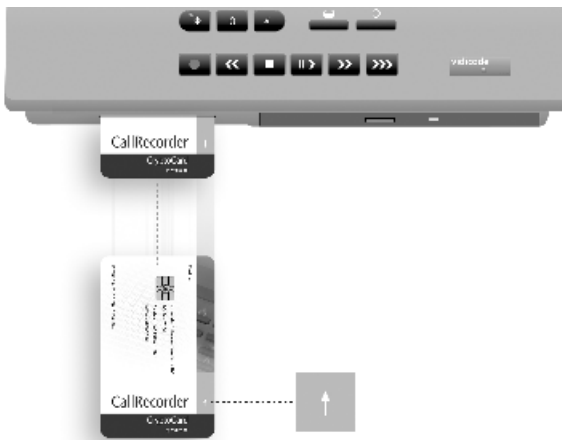
8.3 Insert CryptoCard into Call Recorder 19"

NOTE: This CryproCard should always be inserted by your dealer. If you open the Call Recorders housing yourself, you forsake your warrenty.

Instructions for the dealer:

First unplug the powercord as there are dangerous voltages inside!

Unscrew and lift the top of the enclosure as shown in the schematic figure below. Locate the chipcard holder in the top righthandside and insert the card in the proper orientation as shown.
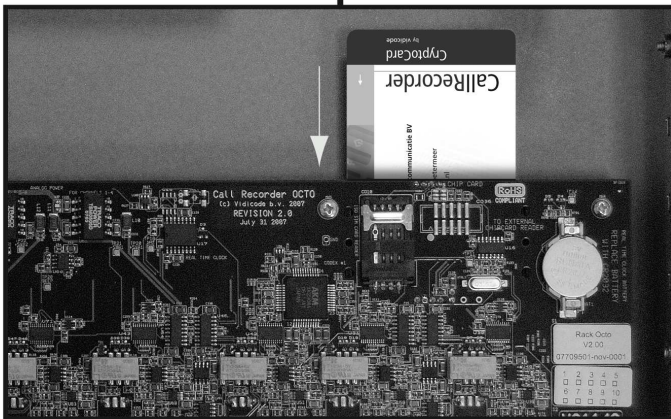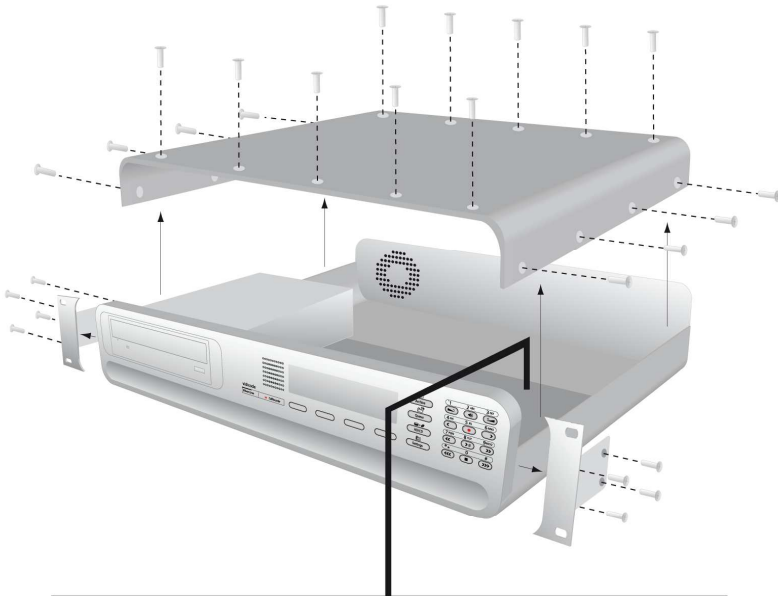
8.4 The CryptoCard and its PIN and PUC code

The CryptoCard is supplied with a PUC code and a PIN code. The PIN code is a four-digit code and is requested to enable playback of recordings. The PUC code is a twelve-digit code and is used only when the card has been disabled. The PIN code can be changed with the Call

Recorder. This can be done only when the Use CryptoCard function has been enabled. See § 3.4 to enable the use of a CryptoCard.
On the desktop model:

- Press the ⬦Recorder ▬▬ function key.
- Press **NEXT** several times.
- On the 19" model:

- Press the 🗐 Settings function key
- Press SYSTEM
- Press **NEXT** several times.

```
            Change Card Code

NEXT                    CHANGE   STOP
```

- Press **CHANGE** to change the card code.
- First enter the original card code.
- Press CONTINUE.
- Enter the new card code.
- Press CONTINUE.
- Repeat the new card code for confirmation.
- Press CONTINUE.

NOTE!
A CryptoCard allows for two invalid PIN code entries. After the third invalid Pin code entry the CryptoCard is disabled. The next time the Call Recorder will ask for the PUC code to enable the card again. The CryptoCard allows for four invalid PUC code entries. After the fifth invalid PUC code entry the Call Recorder will disable the card definitively. It is advised to keep the PUC code in a safe place.

8.5 Making an encrypted recording

To make an encrypted recording it is essential that the Use CryptoCard function is enabled in the Recorder settings menu. Enable the Use CryptoCard function as described in § 3.4. With Use CryptoCard enabled it is no longer possible to make normal, unencrypted recordings without disabling the Use CryptoCard function again.
Insert the CryptoCard in the card reader of the Call Recorder.

```
Monday          22-04-14   11:08


            Card inserted.
```

When a valid CryptoCard has been inserted all recordings made
thereafter will be encrypted as long as the card remains inserted.
Removing the card disables recording automatically.
Encrypted recordings are stored as such and can be played only with a
matching CryptoCard inserted. Encrypted recordings can also be
downloaded to a PC with the Call Recorder Access software, however,
they cannot be played on the PC without a CryptoCard matching the
card used when the recording was made. See the following section for a
detailed explanation.

8.6 Playing an encrypted recording

Encrypted recordings can only be played back with the original or a
matching CryptoCard. For playback of an encrypted recording on the
Call Recorder this works quite simply. Search and select the desired
recording as described in Chapter 4. If playback of the encrypted
recording is started the Call Recorder will automatically ask for the Card
code.

```
         Card Code:   ▓


                         CANCEL
```

After entering your PIN code the soft-key function CONTINUE is added
in the display.
   • Press **CONTINUE** to start playback of the selected recording.
It is not necessary to enter your card code every time.

8.7 Using CryptoCards on a PC

Recordings can be played on a PC with the Call Recorder Access System
application on it and with the original or matching CryptoCard.

Encrypted recordings cannot be played on the PC without the original or a matching CryptoCard. Your supplier of the Call Recorder can supply you with a Card reader for your PC together with the necessary drivers. The Call Recorder Access System application will show whether recordings are encrypted in the "Use of CryptoCard" column. When an encrypted recording is played the Call Recorder Access System application will prompt you for the insertion of a matching card and the belonging code. After that the recording will play. The Call Recorder Access System has the ability to remove the encryption. Encrypted recordings can be exchanged with other PC's just as any other recording.

9 Configuration of the Ethernet interface

The Call Recorder has an Ethernet port. The network interface supports the following protocols:

- FTP server
- SMTP client for sending e-mail messages to a SMTP server
- Telnet for remote configuration
- NTP for automated adjustments of the system clock
- A propriety protocol for streaming audio for real time remote monitoring

FTP server is used by the Call Recorder Access System for network access to the database in the recorders and playback and archiving of recordings. It can also be used to give other (custom) applications access to the recordings (on the FTP server) in the Call Recorder.

SMTP gives the recorder the ability to send emails. This has two applications. The first application is that the recorder can send recordings to users. The second is that the recorder can send status updates to the systems manager, for example a CD that becomes full.

Telnet is a possibility to give a systems manager access to internal menu's from remote.

The NTP (Network Time Protocol) is a great method to provide accurate time information with your recordings.

RTR monitoring is available for users of the PC software. It will be described later in this manual.

We suggest that in the LAN setting you select and configure only the functions from the list above that you want to use.

9.1 Network active

To begin the network configuration on the desktop model press:

- Press the ⬡LAN ▬▬▬ function key to enter the network settings.

On the 19" model:

- Press ⬚ (Settings)
- Press LAN

```
Network active:    No

NEXT            CHANGE    STOP
```

- Press **CHANGE** to enable or disable the network.
- Press **NEXT** to save and move on to the next menu item.

9.2 FTP active

FTP stands for File Transfer Protocol.

```
FTP active:      No

NEXT            CHANGE    STOP
```

- Press **CHANGE** to enable FTP.
- Press **NEXT** to save and move on to the next menu item.

9.3 FTP user

The FTP user is the user name to be used by FTP clients such as the Call Recorder Access software to log on to the Call Recorder.

```
FTP user:   0000

NEXT            CHANGE    STOP
```

- Press **CHANGE** to change the FTP user name.

```
FTP user:   0000▓

STORE    <<    CLEAR    CANCEL
```

Use the numerical keys to enter the FTP user name. Use ⟫ to switch between upper case and lower case characters.
- Press **STORE** to save the FTP user name.
- Press **NEXT** to save and move on to the next menu item.
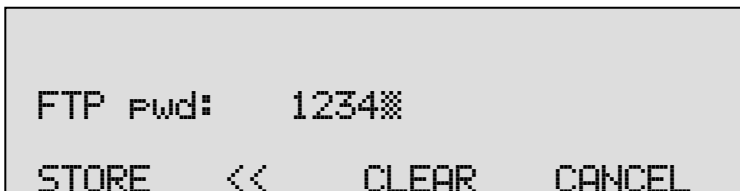
9.4 FTP password

The FTP password is the password that goes with the FTP user name.

```
FTP pwd:     0000

NEXT             CHANGE    STOP
```

- Press **CHANGE** to change the FTP password.

```
FTP pwd:     1234▨

STORE     <<     CLEAR    CANCEL
```

Use the numerical keys to enter the FTP password.
- Press **STORE** to save the FTP password.
- Press **NEXT** to save and move on to the next menu item.

9.5 FTP server port

FTP server port is the port number through which an FTP client can log on to the Call Recorder. The FTP server port is default set to 21, as is most common. If there is no direct reason to change the FTP server port it is best left unchanged.

```
FTP server port: 21

NEXT             CHANGE    STOP
```

- Press **CHANGE** to change the FTP server port number.

```
┌─────────────────────────────────────────┐
│                                         │
│  FTP server port: 21▓                   │
│                                         │
│  STORE                        CANCEL    │
│                                         │
└─────────────────────────────────────────┘
```
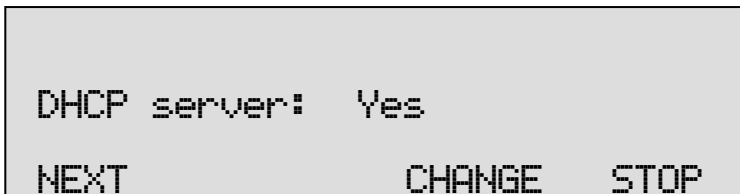
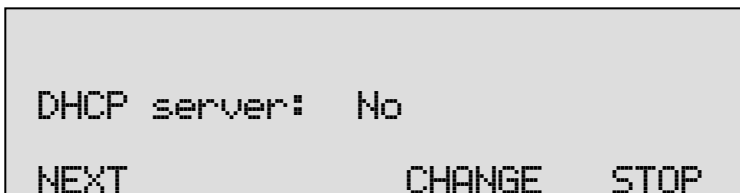Use the numerical keys to enter the FTP server port number.
- Press **STORE** to save the FTP server port number.
- Press **NEXT** to save and move on to the next menu item.

9.6 DHCP server

In case a DHCP server is used on the network the DHCP server option must be enabled. In case a DHCP server is not used on the network it must be disabled.

```
┌─────────────────────────────────────────┐
│                                         │
│  DHCP server:   Yes                     │
│                                         │
│  NEXT             CHANGE     STOP       │
│                                         │
└─────────────────────────────────────────┘
```

- Press **CHANGE** to disable DHCP server.

```
┌─────────────────────────────────────────┐
│                                         │
│  DHCP server:   No                      │
│                                         │
│  NEXT             CHANGE     STOP       │
│                                         │
└─────────────────────────────────────────┘
```

- Press **NEXT** to save and move on to the next menu item.

When a DHCP server is used, the IP and Gateway addresses are automatically assigned. Without DHCP server you must manually enter these IP addresses.

9.7 IP address

As part of the network the Call Recorder needs an IP address. In case a DHCP server is used (see previous item) the DHCP server will assign an IP address. In case a DHCP server is not used a static IP address must be assigned to the Call Recorder.

```
IP addr:   0.0.0.0

NEXT              CHANGE    STOP
```

- Press **CHANGE** to enter the IP address

```
IP addr:   ※92.168.000.001

STORE                     CANCEL
```

Use the numerical keys to enter the IP address.
- Press **STORE** to save the IP address.
- Press **NEXT** to save and move on to the next menu item.

9.8 IP subnet mask

The IP subnet mask is used if access from outside the network is required. In this case the Gateway must be entered as well.

```
IP mask:   255.255.255.000

NEXT              CHANGE    STOP
```

- Press **CHANGE** to change the IP subnet mask

```
IP mask:   ※55.255.255.000

STORE                     CANCEL
```

Use the numerical keys to enter the IP subnet mask.
- Press **STORE** to save the IP subnet mask.
- Press **NEXT** to save and move on to the next menu item.

9.9 Gateway

The Gateway is used if access from outside the network is required. If so the Gateway and the IP subnet mask must be entered.

```
Gateway:   0.0.0.0

NEXT              CHANGE   STOP
```

- Press **CHANGE** to enter the Gateway address.

```
Gateway:   ▒00.000.000.000

STORE                    CANCEL
```

Use the numerical keys to enter the Gateway.
- Press **STORE** to save the Gateway.
- Press **NEXT** to save and move on to the next menu item.

9.10 IP name

Aside from the IP address the Call Recorder can also be addressed by an IP name if your DNS server supports this function.

```
IP name:  vidicode

NEXT              CHANGE   STOP
```

- Press **CHANGE** to enter an IP name.

```
IP name:  vidicode▨

STORE    <<         CLEAR  CANCEL
```

Use the numerical keys to enter an IP name.
- Press **STORE** to save an IP name.
- Press **NEXT** to save and move on to the next menu item.

9.11   Email

Status reports and malfunctions can be emailed to this E-mail address.

```
Email:  vidicode@vidicode.nl

NEXT             CHANGE    STOP
```

- Press **CHANGE** to enter an E-mail address.

```
Email:  vidi▨

STORE    <<         CLEAR  CANCEL
```

Use the numerical keys to enter the E-mail address.
- Press **STORE** to save the E-mail address.
- Press **NEXT** to move on to the next menu item.
- Recording can be emailed according to the extension\e-mail list. For the e-mail list to be operable the main e-mail address has to be a valid e-mail address.

9.12   Reply address

Because the Call Recorder cannot receive Email, the Emails sent require another reply address.

```
Reply:   vidicode@vidicode.nl

NEXT              CHANGE    STOP
```

- Press **CHANGE** to enter a reply address.

```
Reply:   vidi▨

STORE    <<       CLEAR   CANCEL
```

Use the numerical keys to enter the E-mail reply address.
- Press **STORE** to save the E-mail reply address.
- Press **NEXT** to move on to the next menu item.

9.13   SMTP server IP address

The Call Recorder requires the IP address of the SMTP server to send Email. In case a local SMTP server is used the IP number can be entered directly. In case of an SMTP server outside the network both the Gateway and the Subnet Mask need to be set later on.

```
SMTP srv:   0.0.0.0

NEXT              CHANGE    STOP
```

- Press **CHANGE** to enter the IP address of the SMTP server.

```
SMTP srv:   192.168.000.12▨

STORE                     CANCEL
```

Use the numerical keys to enter the IP address of the SMTP server. Either an IP number or IP name are allowed. In case an IP name is used the DNS server needs to be configured.

- Press **STORE** to save the IP address of the SMTP server.
- Press **NEXT** to move on to the next menu item.

9.14   SMTP server port

SMTP-server port is the port number through which the connection is to be made with the SMTP server. The SMTP-server port is default set to 25. Do not change the SMTP-server port number when this value is not explicitly changed in the SMTP server.

```
SMTP server port: 25

NEXT             CHANGE    STOP
```

- Press **CHANGE** to change the SMTP-server port number.

```
SMTP server port: ▒

STORE                     CANCEL
```

Use the numerical keys to enter the SMTP-server port number.

- Press **STORE** to save the SMTP-server port number.
- Press **NEXT** to move on to the next menu item.

9.15   Domain name

The domain name of the SMTP server is also required. In case the SMTP server is on the network the network domain is required. In case the SMTP server is outside the network the domain name of the SMTP server is required. Contact your provider for more information.

```
Domain:   rec.nl

NEXT              CHANGE    STOP
```

- Press **CHANGE** to enter the domain of the SMTP server.

```
Domain: rec.nl▨

STORE     <<        CLEAR   CANCEL
```

Use the numerical keys to enter the domain of the SMTP server.
- Press **STORE** to save the domain of the SMTP server.
- Press **NEXT** to move on to the next menu item.

9.16   DNS server

In case an IP name has been configured for your SMTP server you need to configure the IP number of the Domain Name Server.

```
DNS srv:   0.0.0.0

NEXT              CHANGE    STOP
```

- Press **CHANGE** to enter the DNS server.

```
DNS srv:   ▨00.000.000.000

STORE                      CANCEL
```

Use the numerical keys to enter the DNS server.
- Press **STORE** to save the DNS server.

- Press **NEXT** to save and move on to the next menu item.

9.17 NTP server

If it is possible that on your network the Call Recorder has access to an NTP (Network Time Protocol) server, it is recommended that you enable it because it will give the recorder an accurate time reference.

```
NTP srv:   0.0.0.0

NEXT            CHANGE    STOP
```

- Press **CHANGE** to enter the DNS server.

```
NTP srv:   ▓00.000.000.000

STORE                    CANCEL
```

Use the numerical keys to enter the NTP server.
- Press **STORE** to save the DNS server.
- Press **NEXT** to save and move on to the next menu item.

9.18 NTP port

NTP port is the port number through which the recorder as a client can connect to the NTP server. The NTP port is default set to 123. Consult the network manager for the port number.

```
NTP port:    123

NEXT            CHANGE    STOP
```

- Press **CHANGE** to change the NTP server port number.

```
NTP port:    123※

STORE                         CANCEL
```

Use the numerical keys to enter the NTP port number.
- Press **STORE** to save the FTP server port number.
- Press **NEXT** to save and move on to the next menu item.

9.19   GMT correction

GMT correction property is used to identify the time zone. NTP server normally issues GMT (also know as UTC). GMT correction can be set in half hours from -15:00 to + 15:00.

```
GMT correction:   01:00

NEXT      – CHANGE +      STOP
```

- Press **CHANGE** to set GMT correction. Keep pressing **CHANGE** to increase the correction. It will start with + 01:00, press **CHANGE** – or + to decrease or increase the time.
- Press **NEXT** to save and move on to the next menu item.

GMT correction refers to winter time. Summer time and winter time are corrected automatically.

9.20   Telnet

Telnet can be used to log on to the Call Recorder and configure it from your PC. If required contact your supplier for more details.

```
TelNet active:   No

NEXT            CHANGE   STOP
```

- Press **CHANGE** to enable TelNet.

```
TelNet active:   Yes

NEXT            CHANGE   STOP
```

- Press **NEXT** to save and move on to the next menu item.

9.21   Service timer

The Service timer determines the performance of the network connection. Default the Service timer is set to Automatic. Changing the setting should only be done when advised by a service engineer to solve problems.

```
Service timer:   Auto

NEXT            CHANGE   STOP
```

- Press **CHANGE** to change the Service timer.

The following settings are available:
S1-S5, F1-F4 and U1-U4. Where S stands for Slow, F for Fast and U for Ultra fast.
- Press **NEXT** to save and move on to the next menu item.

9.22   Monitor active

The monitor function allows you to listen to the conversations that take place. This requires the RTR Call Monitor software, which connects with the Call Recorder over the network.

```
Monitor active:   No

                CHANGE   STOP
```

- Press **CHANGE** to enable the Monitor.
- Press **NEXT** to move on to the setting of the Monitor password.
- The monitor password is used to log on to the Call Recorder. This password must also be set in the RTR Call Monitor software.

```
Monitor pwd:   0000


                  CHANGE    STOP
```

- Press **CHANGE** to enter a password
- Press **BACK** to exit the network setting menu

10 Call Recorder Quick CD Access System

Call Recorders with a CD drive come with PC software, the "Call Recorder Quick Access System". The purpose of the software is to be able to present the thousands of recordings on a CD as a database and to play the recordings on the PC.

The database makes it possible to make queries for certain types of recordings. The software will remember the names that you give to internal extensions and external numbers which will make it easier to sort recordings.

It is also possible to create an archive on your hard disk of recordings that are copied from the Call Recorder CD's.

When ever you use the software, remember that the CD first has to be made suitable for the PC by making a CD directory. The Call Recorder can do this for you.

10.1 Install the software

Placing the CD-ROM in your computer starts software installation. If the installation is not started automatically, locate the file setup.exe on the CD and start it by double-clicking. Follow the instructions on the screen.

As part of the installation procedure you will be asked for the registration key. You will find the key (code) packed with the software.

10.2 Start

- Click "Start" in the lower left corner on your desktop. Go to Programs/Vidicode and click on "Call Recorder Quick CD Access System". The application will start right away.

The main dialog looks like this:
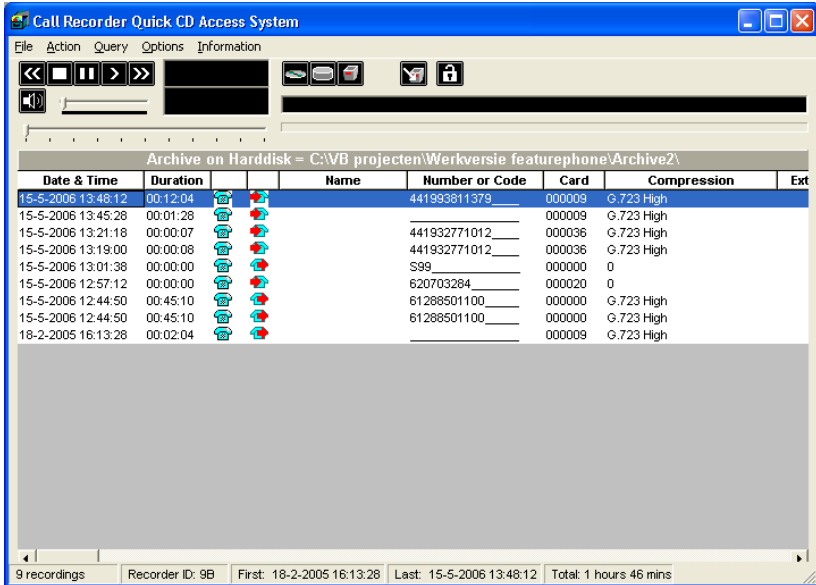
10.3 View recordings on CD

Start the Call Recorder Quick CD Access software.
Place a CD from the Call Recorder into the CD drive.

- Select **File** in the menu
- Select **Archive on CD**
- Select **Show the archive on CD**

The key is a shortcut to the above described function.

The software will now start to read the recordings on the CD and create a list.
Every row in the list represents a recording on the CD. The recording properties are displayed in the various columns.

- Recording properties are:
- Date and Time,
- Duration,
- Source e.g. Call, message or microphone recording,
- Incoming or outgoing,
- Name,
- Telephone number or Code,

- CryptoCard number,
- Compression Technique used,
- The filename.

At the bottom of the application dialog other general properties of the CD are displayed like:

- Number of recordings on the CD,
- The Recorder ID
- Date and time of the first recording,
- Date and time of the last recording,
- The total recording time on the CD.

To locate an archive in another location choose: File=>Archive on CD=>Path for the archive on CD.

10.4 Create an archive on Hard disk

To create an archive on your hard disk you need to view an archive on CD first as described above.

- Select the recordings you want to transfer to your hard disk.
- Select **Action** in the menu,
- Select **Transfer to PC**,
- Select **Selected Records**.

The ⬛ key is a shortcut to the above described function.

Your selection of records will now be copied to the archive on the hard disk. Default the hard disk archive is located in the Archive folder in the directory where the program was installed. Default the program is installed in C:\Program Files\Vidicode\Quick CD Access. To view an Archive on HD:

- Select **File** in the menu,
- Select **Archive on hard disk**.
- Select **Show the current archive on hard disk**.

The ⬛ key is a shortcut to the above described function.

The application will now make a list of the recordings in the default archive on your hard disk. To locate a different archive on your hard disk:

- Select **File** in the menu,
- Select **Archive on hard disk**,
- Select **Locate another archive on hard disk**.

There are two tool buttons to show the archives on CD and on your hard disk:

to show the archive on CD and

to show the archive on hard disk

10.5 Recycle bin

Once an archive on hard disk has been created it is also possible to remove recordings from that archive.

- Select the recordings you want to remove from the archive,
- Select **Action** in the menu,
- Select **Delete Selection**.

The key is a shortcut to the above described function.

The selection of recordings in now moved to the recycle bin.

The recycle bin works like the standard Windows Recycle Bin. Recording removed from an archive are placed in the recycle bin. Recordings can be restored from the recycle bin. Recordings removed from the recycle bin are lost. To view recordings in the recycle bin:

- Select **File** in the menu,
- Select **Recycle bin**.

The program will now generate a list of recordings in the recycle bin.

The key is a shortcut to the above described function.

In the recycle bin recordings can be selected to be removed or restored. Both options are available in the **Action** menu.

10.6 Export recordings

Recordings can be exported from the application.

- Select the recording you want to export,
- Select **Action** in the menu,
- Select **Export**.

You now have the option to export the file in the same format as the recording is or to export the recording as a WAV file.

10.7 On Line software update

The Call Recorder Quick CD Access System has the ability to perform an automatic on Line update. You need an open internet connection for this feature to work.

- Select **Information** in the menu
- Select **Update product on Line**

The following dialog appears:
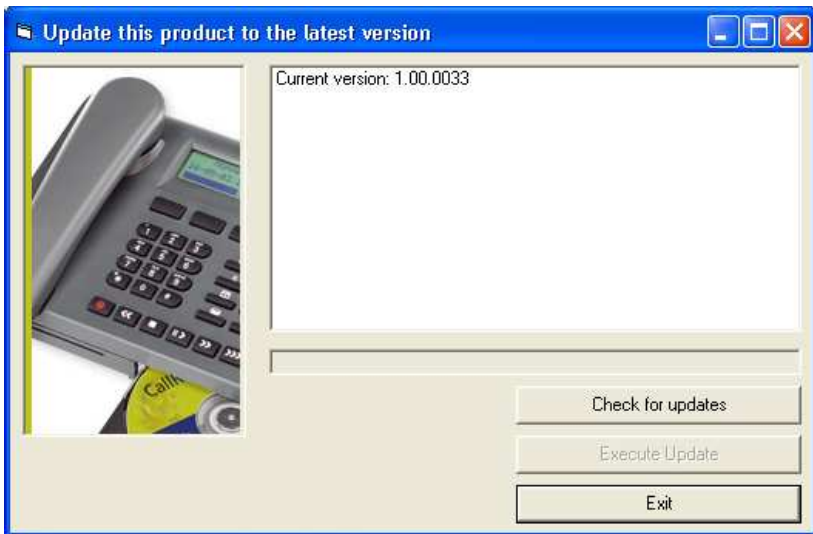
- Click **Check for updates** to check for available updates.

The available update will be listed.

- Click **Execute Update** to install the update. Keep in mind that an update may be of considerable size which can take a while to download.

10.8 Search recordings

The Call Recorder Quick CD Access software has an extensive query screen to search and select recordings.

The query screen looks like this:
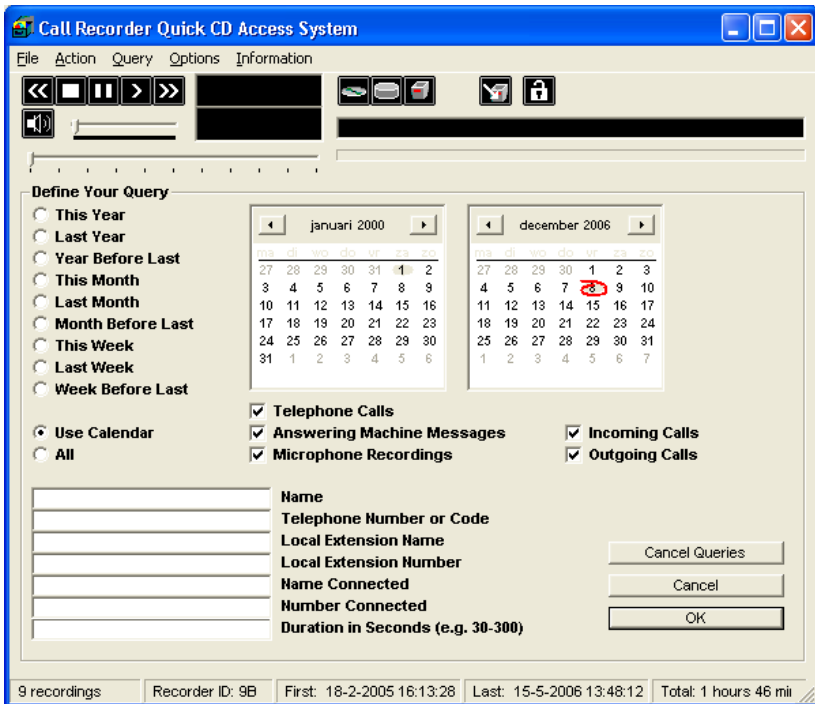
To the left a group of radio buttons can be selected to view recordings from the specified interval.

- Check **Use Calendar** to select a date range within the calendars.
- Select the starting date in the left calendar
- Select the end date in the right calendar.
- Click **OK** to execute the selected query.

10.9 Software Settings

The settings of the software are located in a separate dialog.

Settings are divided over 5 tab pages as you can see in the following dialog:
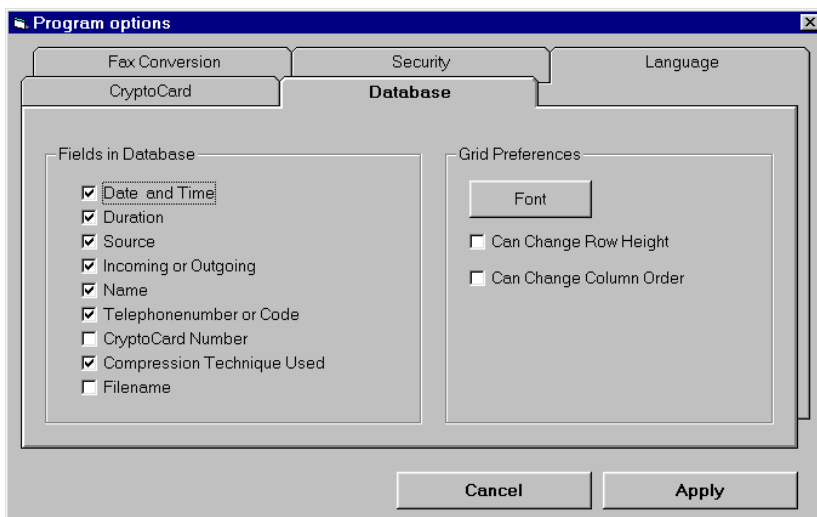
Selected changes are executed when the options screen is left clicking **Apply**.

- Click **Cancel** to return to the main dialog retaining the original settings.

In the Database tab the various recording properties columns can be selected to show in the main dialog.

- Click **Font** to change the font of the list of recordings.

Other settings include:

Fax conversion settings in the **Fax Conversion** tab
CryptoCard settings in the **CryptoCard** tab
Password protection in the **Security** tab
The **Language** tab will allow you to select a desired language.

For a detailed description of the settings we refer to the help-files of the program. These are always in compliance with the software version and the available settings.

11 The Access software and Monitor software

The Call Recorder is equipped with an Ethernet interface that connects it to the network. This has several applications of which we mention two in this chapter.

With the Call Recorder Access System it is possible to view the contents of one or several recorders on the network, play recordings and download them to a PC if required.

With the RTR Call Monitor software it is possible to listen in to ongoing calls from a remote location.

The software is only described superficially here because it a complete manual is supplied with the software.

11.1 The Call Recorder Access software

The Call Recorder Access software is a versatile system for the access to Call Recorders across the network.

The software holds a list of recorders it can connect to. The Call Recorder Access System can connect to the Call Recorders over the network and retrieve a list of all the recordings in the Call Recorders. Recordings can then be selected and listened to or be downloaded from the Call Recorder. Downloaded recordings can be archived on the PC.

The Call Recorder Access System is compatible with all models of Call Recorders, not just with the Call Recorders for ISDN, but also with the Call Recorders Single, Quarto and Octo.
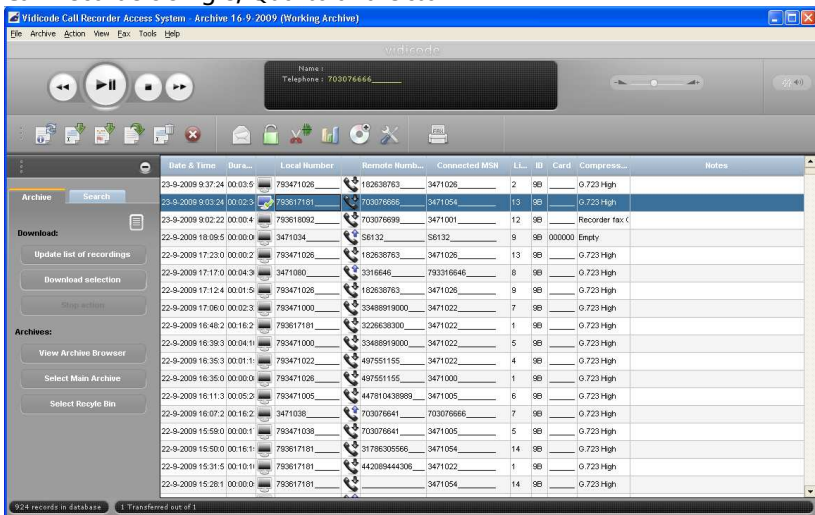
11.1.1 Playing recordings

The Call Recorder Access System receives a listing of recordings first. Any recording can be played on line with the recorder using the incorporated recorder keys.
The software supports the use of an external IC card reader and CryptoCards.

11.1.2 Queries

The Call Recorder Access System has the ability to make a selection of recordings according to a range of criteria such as date, time, call duration, name or number of the caller or other call properties.

11.1.3 Call statistics

The Call Recorder Access System has a statistical module that draws charts of the call distribution for you of a query from the database. This will allow you to quickly answer questions such as how many calls remain unanswered and what it the time distribution of that over the day? Similar questions can be answered for employees or departments.
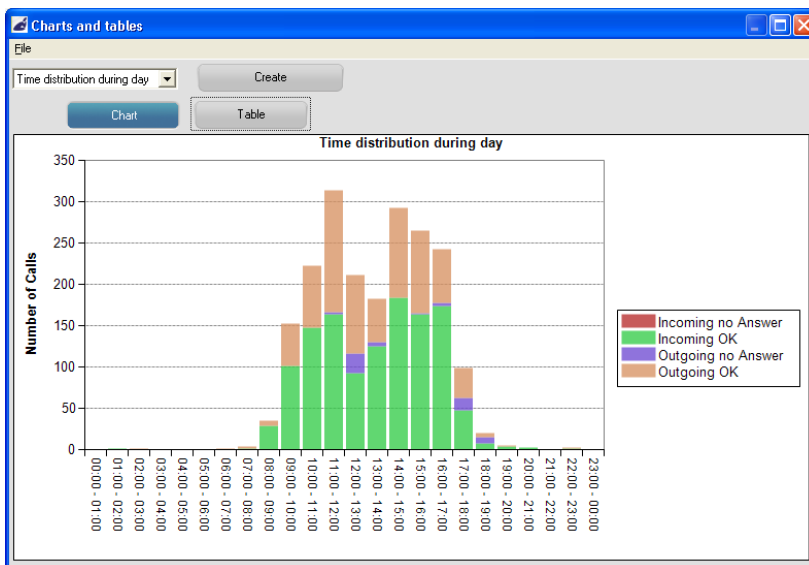
11.1.4 Fax viewing

The Call Recorders ISDN can be configured to record fax transmissions. The Call Recorder Access System has the ability to differentiate between a fax transmission recording and a normal recording. It can reconvert the recorded fax transmission to the original image. A built-in viewer is

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used to view the original fax image. Usually there is no loss of quality and the original fax can be viewed and printed.

11.2 The RTR Call Monitor software

RTR Call Monitoring stands for Real Time Remote Call Monitoring. The Call Recorder ISDN features the RTR Call monitoring option. The optional RTR Call Monitor software keeps track of the status of all channels of the Call Recorder ISDN. Once a call is started on a particular internal line of your telephone system, the RTR Call Monitor application can connect to the Call Recorder over the network. The Call Recorder then transmits the call over the network to the RTR Call Monitor application. This way it is possible to listen in on all lines of the Call Recorder with only a couple of seconds delay. The RTR Call Monitor application can be used to listen in on calls on all the Call Recorders connected to the network.
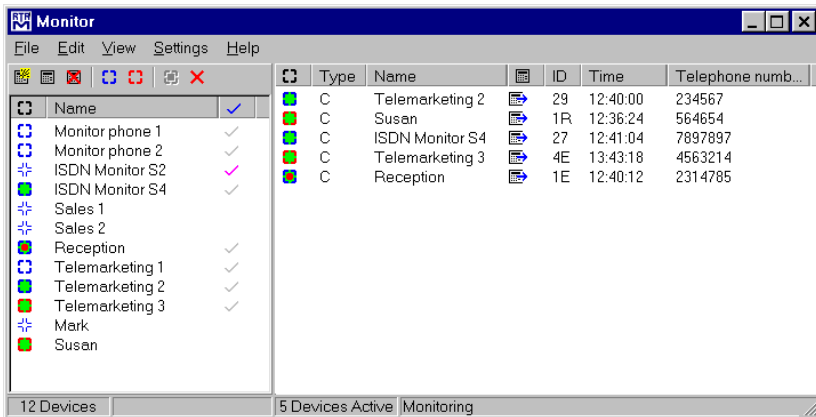
11.2.1   The RTR Call Monitor

For the communication between the RTR Call Monitor application and the Call Recorder it is essential that the network settings of the Call Recorder have been properly configured. See Chapter 5 for details.

12 Acknowledgements

12.1 Privacy

When recording telephone conversations the Privacy of your conversation partner must be considered.

In some countries there is an obligation to notify your conversation partner of the recording. Check your national legal obligations on this and other issues concerning the use of the Call Recorder.

In the United States, the Federal government requires that only one person involved in a conversation must know the call is being recorded. However, each state has its own legislation. The vast majority of states have laws complying with the Federal "one party" requirement. A few states, such as Florida and others, do require both parties to be aware the call is being recorded.

The Call Recorder ISDN can comply both with the one party or two party requirements. One party simply means the person with the Call Recorder knows the call is being recorded. Compliance is made with two party requirements by sounding a notification tone during the call.

12.2 Guarantee

Your Call Recorder has a 12-month factory guarantee. The guarantee is effective for normal use only. We would like to emphasize that the guarantee is not valid under exceptional environmental conditions, such as extreme temperatures or humidity levels, nor in the unlikely event of a lightning strike. The guarantee is not valid if the machine has not been handled properly, for example when it has been dropped, or bumped into. In order to qualify for guarantee, you should contact your supplier, and show the receipt. If your supplier cannot help you, you should contact the manufacturer. The manufacturer reserves the right to determine the final date of the guarantee period on the basis of the date of production. Costs of transport to and from the supplier or the manufacturer are for the buyer's account. Guarantee is for parts only and does not cover any costs resulting from the breakdown of the Call Recorder.

The Call Recorder has various extra features that have not been described in this manual. Additional information about this is given in a technical information bulletin. Subjects discussed in this technical documentation are further configuration options, remote configuring, and how to update the firmware in the Call Recorder. The further configuration options concern all aspects of operation. In our experience most people are interested in configurations related to user's access.

12.3 Liability

Correct functioning of the Call Recorder cannot be guaranteed under all conditions and thus we do not accept any liability for loss of information or other damages due to the use of the Call Recorder.

Vidicode assumes no liability regarding incorrect notification of call recording.

Vidicode is not a source of official interpretation of laws of any country or state and shall not be construed as a source for making decisions.

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