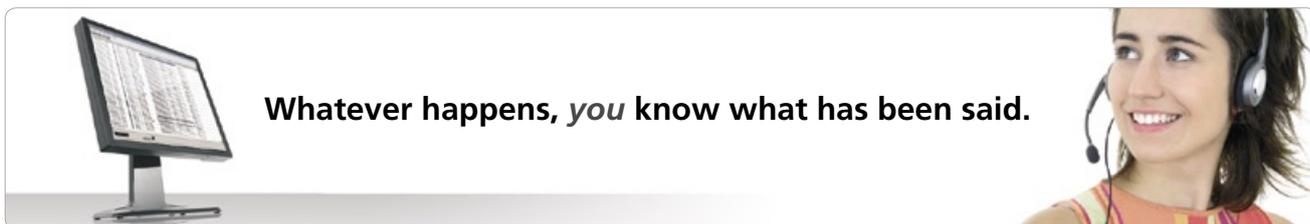# CallRecorder Access System

Whatever happens, *you* know what has been said.

Call Recorders are very efficient in automatically recording all telephone calls of your organisation. Whatever happens, you know what has been said. Because the capacity of the hard disks in the recorders is so high, the recorders generate huge databases of recorded data. The obvious tool to work with all this information is the PC. Therefore, the Call Recorder Access System was introduced: to help you to benefit most from the data acquired by your Call Recorders.

Access to the contents of the recorders

All Call Recorders are equipped with a network port. A Call Recorder gives access to recordings using the local or wide area network. If needed and with precautions to make it safe, access is possible across the internet. All Call Recorders present recordings as if they are servers on your network using the very common file transfer protocol (FTP). The function of the Call Recorder Access System is to keep track of the data in all your recorders, present them on your PC as a database and to help you to work with these data to benefit most. The database in your PC is automatically kept up to date. The most obvious function of the software is to find the recording or fragment of a recording that you need and to let you listen to it. In practice there is much more to be gained. The software allows you to explore the telephone communication of your organisation to a large extend.

Comprehensive search for recordings

The number of calls made on any business telephones system soon adds up to perhaps hundreds of thousands of recordings. The Call Recorder Access System is made to cope with this. To allow you to find your recordings quickly the Access System offers a very easy to use query mechanism. Just open the query screen and enter your search criteria. This will reduce your selection as you add criteria and you are likely to find precisely that discussion that you were looking for in a matter of minutes or even seconds.

CallRecorder Access System

PC Software for access to Call Recorders

The solution to manage massive recording databases

Direct playback on the PC from remote recorders

Presents graphical analyses of call data

Works with Crypto Card

Can display recorded fax transmissions

Automated back-up system for Call Recorders

Many other functional tools
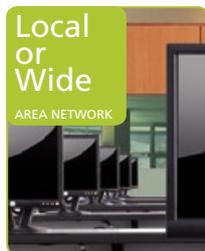
Access System   CallRecorder(s)

Security

Data security is built into Call Recorders to a large extend. Dependant on model, the level of access to a recorder that a user has can be restricted to include only certain types of recordings. PC access is restricted in the same way. When an even higher level of security than based on passwords is required the so-called Crypto Cards are used.
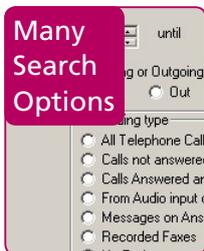
A Crypto Card is an IC card that can be placed in the card reader of the recorder. Recordings that are made using a Crypto Card are in encoded format and cannot be listened to without a Crypto Card of the same set. The Call Recorder Access System supports the use of an IC Card Reader for the PC and can play the Crypto Card encoded recordings or can convert them to generic audio formats. In this way, the Call recorders and the software can offer a high level of security without any inconvenience.
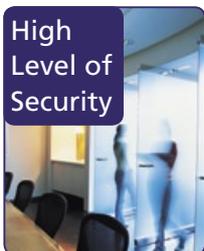
CallRecorder Access System

Local or Wide
AREA NETWORK

Keeps track of your recorder(s) via network (FTP).

Many Search Options

until

g or Outgoing
○ Out

ing type
○ All Telephone Call
○ Calls not answered
○ Calls Answered ar
○ From Audio input o
○ Messages on Ans
○ Recorded Faxes

Finds your recordings quickly with easy to use query.

High Level of Security

Secures your data with passwords or CryptoCards.

Recieve & View Faxes

Decodes fax transmissions into the original fax.

Useful Graphics
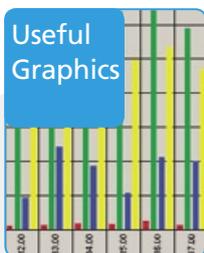
Presents your call data in a graphic presentation

Auto Back-up System
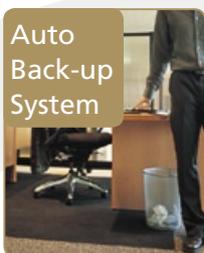
Creates user-determined back-ups

Displaying fax transmissions

Some recordings will contain fax transmissions. With the optional fax decoding module the Access Software can decode the fax transmission back into the original document. Usually this process is without loss of information and the document is exactly as the original fax.* Of course the document can be printed or stored on your PC.

Graphical presentation of call data

A large database of calls offers a wealth of information on the habits of people, the service level of the company or the expenditure made. The graphical module of the Call Recorder Access System presents call duration, time of day and wait time before answer of any selection that you make in your database. This will help you to understand better how your organisation works. Once you have seen such data and have listened to the recordings, you will quickly find ways to economise or improve the level of service.

Integrated back-up system

The Call Recorder Access System has tools to transfer the contents of recordings to a PC or server. This is one possible way to create a back-up system for the recorders. Some organisations need to keep recordings for only a few days whilst others keep them for an extended period. The software has integrated tools to plan the process and to keep the amount of data used for back-up purposes within the limits determined by the requirements of the user.

Assortment	Article number
CallRecorder Access System	
-for up to 4 recorders	**1463**
-for up to 250 recorders	**1465**
-for up to 4 recorders with fax module	**1467**
-for up to 250 recorders with fax module	**1469**
-for up to 4 recorders (5 licenses)	**1480**
-for up to 4 recorders +fax module (5 licenses)	**1482**
CryptoCard reader for PC with USB interface	**1359**

System requirements

Microsoft Windows releases 2000 and XP.

* Recognition of fax messages is limited to G3 fax traffic and cannot be guaranteed under all circumstances.