

# Call Recorder Octo | Quarto

## Manual

V2.1

VC1568



vidicode

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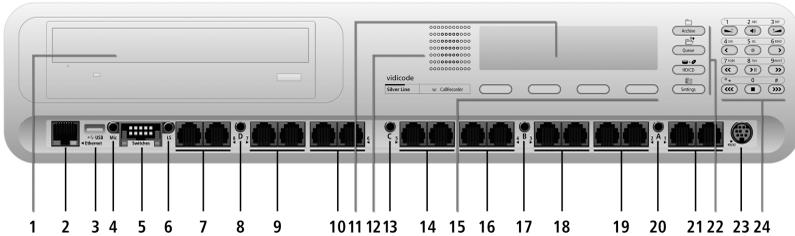
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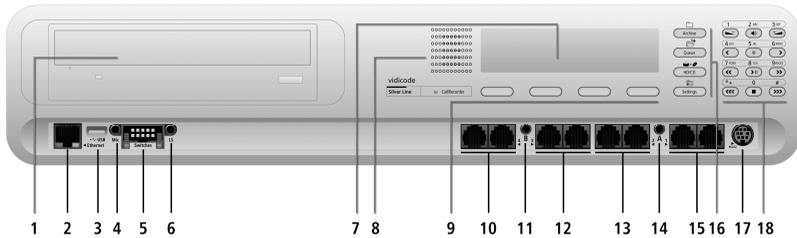


## Call Recorder Octo



1. CD-Drive (optional)
2. Ethernet/LAN
3. USB port (unused)
4. Microphone
5. 8 Channel Start/Stop switches
6. Headset/External Speaker
7. Telephone Line Input channel #8 (Telephone=Left, POTS=Right)
8. Audio Input (channel D)
9. Telephone Line Input channel #7 (Telephone=Left, POTS=Right)
10. Telephone Line Input channel #6 (Telephone=Left, POTS=Right)
11. Backlight Display
12. Internal Speaker
13. Audio Input (channel C)
14. Telephone Line Input channel #5 (Telephone=Left, POTS=Right)
15. Menu Keys
16. Telephone Line Input channel #4 (Telephone=Left, POTS=Right)
17. Audio Input (channel B)
18. Telephone Line Input channel #3 (Telephone=Left, POTS=Right)
19. Telephone Line Input channel #2 (Telephone=Left, POTS=Right)
20. Audio Input (channel A)
21. Telephone Line Input channel #1 (Telephone=Left, POTS=Right)
22. Function Keys
23. RS232 Serial Connection
24. Alfa-numerical/Recorder Keys

## Call Recorder Quarto



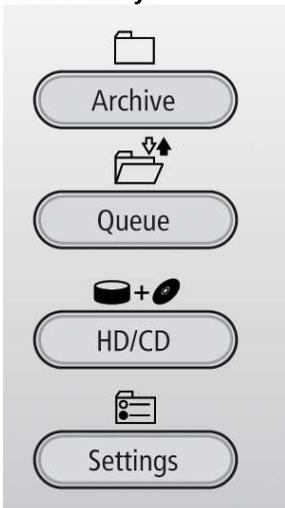
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16. Function Keys
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## Numeric Keypad



These keys are used for different purposes depending on various modes in the menu's.

## Function keys



## Alpha numerical functions

Keys	Numerical Functions Press the relevant key repeatedly or hold down:					Audio Functions	Monitor Functions	Menu Functions
	1x	2x	3x	4x	5x			
	1	.	:	'	;	Volume Down	-	-
	2	A	B	C	!	Mute / Demute	Monitor On	-
	3	D	E	F	%	Volume Up	-	-
	4	G	H	I	^	Backward/ Previous	Previous Line	60 sec. Backward
	5	J	K	L	\$	Record	-	-
	6	M	N	O	@	Forward/Next	Next Line	60 sec. Forward
	7	P	Q	R	S	Backward	Previous Line	7 sec. Backward
	8	T	U	V	&	Play / Pause	Displaylight On	Change
	9	W	X	Y	Z	Forward	Next Line	7 sec. Forward
	@	*	/	<	>	Volume Down	Previous Line	Previous Item
	0	-	+	=		Stop	Cancel, Moni- tor Off, Display light off	Stop
	#	<	>	[	]	Volume Down	Next Line	Next Item

## Care and Maintenance

	<p>Keep the Call Recorder Octo   Quarto dry. If it gets wet, wipe it dry immediately with a soft, clean cloth. Liquids might contain minerals that corrode the electronic circuits.</p>
	<p>Use and store the Call Recorder Octo   Quarto only in temperature conditions between 0 and 40 degrees Celsius. Temperature extremes can shorten the life of electronic devices and distort or melt plastic parts.</p>
	<p>Keep the Call Recorder Octo   Quarto away from excessive dust and dirt.</p>
	<p>Do not use aggressive chemicals, cleaning solvents or strong detergents to clean the Call Recorder Octo   Quarto .</p>



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# 1 Introduction

The Call Recorder Octo | Quarto is a digital audio recorder which can simultaneously record from eight/four analogue telephone lines or eight/four mono audio-sources. The Octo |Quarto is designed for continuous unattended recording. Recording is started and stopped automatically for each individual call. The quality of recordings is ensured by the Automatic Gain Control, which evens the recording levels of the local and remote voices. When recording from other audio sources, voice activated recording starts and stops recording automatically. The Octo | Quarto also has connections for a start/stop switch for every channel.

## Internal Drive

The Octo | Quarto has an internal Drive, a network interface and an optional CD writer. All recordings are stored digitally on the internal Drive. The large storage capacity of the Drive ensures the Call Recorder's ability of long term unattended recording. Other advantages are that recordings are randomly accessible and that there is no risk of erasing existing recordings by new recordings. The Octo | Quarto issues a warning when the Drive is getting full. If the warning is ignored the oldest recordings will be overwritten by the newest. Stored recordings can be archived using the optional Call Recorder Archiving System software. It is also possible to copy recordings from the Drive to a CD if your Octo | Quarto is equipped with the CD recorder. Copying recordings to a recordable-CD can be done in different ways for different purposes. It is possible to copy single recordings, copy a selection of recordings or continuous copy new recordings automatically. Recordings on CD can be viewed and played-back with the Call Recorder Quick CD Access System software that comes with the Octo | Quarto.

## Compression

The digital format of the recordings is determined by the use of speech compression. The Octo | Quarto compresses recordings default according to the G.723 High Rate format. G.723 High Rate compression provides a good balance between audio quality and recording size and is compatible with most 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 in terms of recording size.

## Ethernet

The Call Recorder is equipped with an Ethernet interface. Therefore the Call Recorder can be connected to a PC or computer network through the Ethernet interface. With its own IP address the Call Recorder acts as an FTP-server from which recordings can be downloaded. The Call Recorder Access System software can be used to connect to the Call Recorder over the network to retrieve recordings from the Octo | Quarto and archive the recordings on the PC. The Call Recorder Access System software has extensive archiving capabilities including the creation of special archives suited for backup on CD.

The Ethernet connection also allows for RTR Call monitoring over the network. The optional RTR Call Monitor software can be used to monitor all connected telephone lines over the network.

The Octo | Quarto has its own menu driven search function to find and playback specific recordings. Typical recording-file search parameters can be Date, Called number and Telephone number. The Octo | Quarto has an internal speaker for playback of recordings.

## **Encryption**

All recordings can be encrypted. The Call Recorder uses the CryptoCard option for this feature. Playback of encrypted recordings is impossible without the CryptoCard. Playback of encrypted recordings on a PC is possible only with the optional CryptoCard reader in conjunction with the original or a matching CryptoCard.

## **1.1 Configuration**

The Call Recorder Octo | Quarto is connected in parallel to the eight/four telephone lines but can also act as a telephone itself. Recording is started and stopped separately for each conversation. Recording is started when a telephone is taken Off-Hook and continues until the telephone returns to On-Hook. The On- and Off-Hook status of the telephone lines is detected automatically. Automatic Gain Control, speech compression, notification and Caller ID can be configured separately for each separate line.

Recordings can be started in several ways. Direct On- and Off-Hook detection is the most common. Recording can also be started by a switch-connection. Making or breaking a contact can start or stop recording for individual lines. Voice activated recording is another way to start and stop recordings. This method is common for recording of radio communication or other audio sources.

The Call Recorder 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 easily be adjusted. The Call Recorder also allows for the connection of a headset, which can be used to listen to recordings.

## 2 Unpacking and installation

The various models of the Call Recorder Octo | Quarto are:

Call Recorder Quarto HD

Call Recorder Quarto HD + CD

Call Recorder Octo HD

Call Recorder Octo HD + CD

### 2.1 What's in the box

The Call Recorder Octo | Quarto comes supplied with the following parts:

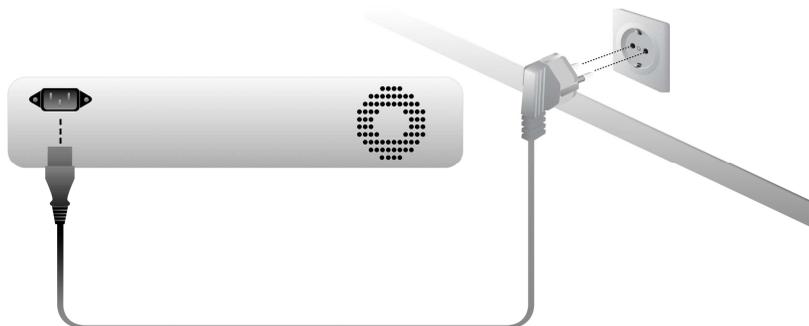
- Mains cable
- This manual
- Headset
- Brackets with screws
- Warranty

If the CD recorder is built in:

- Quick CD Access System software license
- Application Software CD
- CD recordable
- Caution note

**Please note:** We do not supply a mains cable for Australia and Switzerland because such cables are not available in the country of manufacture.

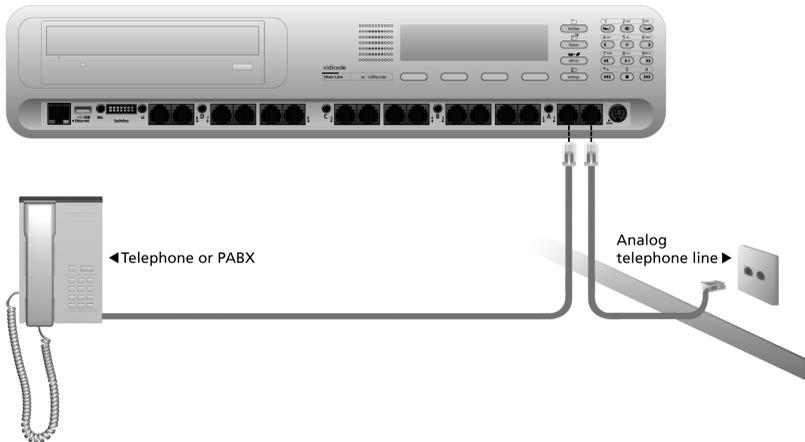
## 2.2 Connecting the Power.



The Call Recorder is not equipped with an On/Off switch. Use the supplied power cable to connect it to the power supply. The power supply is situated on the back of the Call Recorder

## 2.3 Connecting the telephone lines

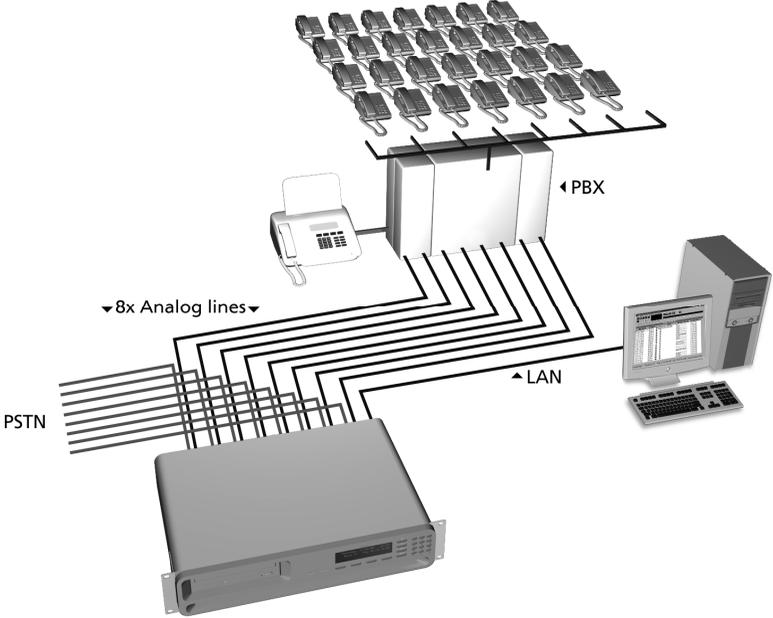
The Call Recorder is connected to the telephone lines, as is shown in the figure below for the Octo. The telephone line is connected to the IN jack and possible equipment, such as a telephone or PBX, is connected to the OUT jack. All eight/four lines can be connected in the same way.



For details on the connection of audio sources please refer to the Technical specifications in Chapter 14.

The "Start/Stop" switch connection is used to connect eight/four separate start/stop switches. For details please refer to the Technical specifications in Chapter 14.

The figure below is an example of a possible setup of the Call Recorder Octo.



For the Call Recorder Quarto the possible set-up is identical, but only for four channels or analogue lines.

## 3 Configuration and operation

After connecting the hardware the Octo | Quarto can be configured. In this chapter you are guided through the user interface. In the following chapters we guide you with the configuration.

Use the keyboard of the Octo | Quarto

- to make the required changes in the System Settings
- to make the required changes in the Network settings
- to edit the number list and attach e-mail addresses to the numbers.
- to arrange the user profiles and limit or extend the access to the Octo | Quarto

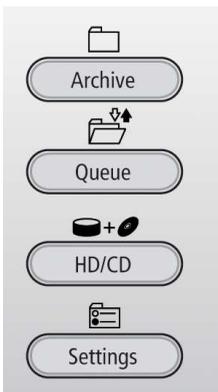
### 3.1 Operation basics

The Call Recorder 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.

#### 3.1.1 How to use the keys

##### Function keys

The most frequently used functions of the Call Recorder 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 function assigned to the menu keys is shown in the display, right above the menu key.

Throughout the manual figures representing the display without the menu keys are used to show the required action corresponding to the described feature.

Example with the keys:



When you are instructed to press the SYSTEM key in the text it means you are instructed to press the grey key below the text SYSTEM in order to open the System setting menu.

## 3.2 Frequently used key indicators

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

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

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

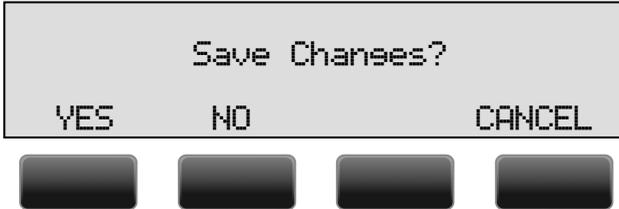
**MENU** in the display indicates the presence of an underlying menu.  
Press **MENU** to open the underlying menu.

**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 of the Call Recorder

### 3.3 Save Changes

After changing the settings the user is forced to press **YES** or **NO** before returning to operation mode. Press **STOP** in the menu and the display will show:



**YES** returns the Call Recorder to normal use with changed settings

**NO** returns the Call Recorder to normal use without changed settings

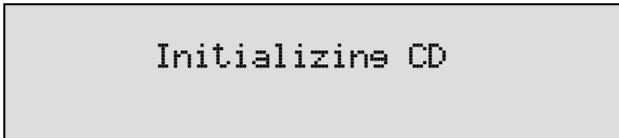
**CANCEL** returns to the settings.

### 3.4 Initializing CD

A CD recorder is available as an option for the Octo | Quarto.

There are various moments where the CD drive has to be initialized before it can read and/or write.

During initialization the display will show:



At this point the Octo | Quarto can not be used for any other function. The initialization of the CD may take up to 30 seconds.

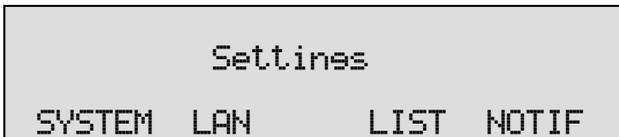
## 4 Recorder settings

Recorder settings of the Octo | Quarto consist of the default settings of the Speaker and Volume, setting of the Clock, optionally protect the Call Recorder with a password and setting the Language. Finally the **Reset all values** operation is used to return to the original factory settings of the Call Recorder. All general settings are made in the Recorder settings menu.

### 4.1 Opening the Recorder Settings menu

The Call Recorder features line options to be set for each individual line. The following line options can be set: Start Method, Automatic Gain Control, Speech Compression, Notification and Caller ID.

- Press the  key.
- Press **SYSTEM** to move to the SYSTEM settings menu's.



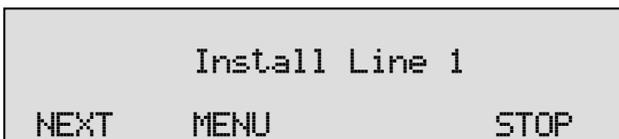
A sequence of system settings will need to be passed. Every item will have at least three options:

- Press **NEXT** to move on to the next menu item.
- Press **CHANGE** to enter the value or property of the menu item.
- Press **STOP** to exit the menu.

Press **NEXT** repeatedly to jump through the menu items. The following sequence of menu items will appear:

### 4.2 Line Settings

The display will show:

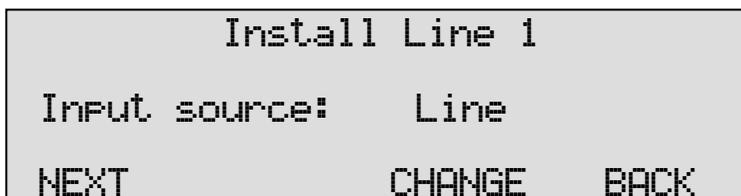


## 4.3 The telephone line menu's

The configuration options are identical for all eight/four lines.

- Press **NEXT** to select the line that needs to be configured.
  - Press **MENU** to start configuring Line 1.

The display will show:



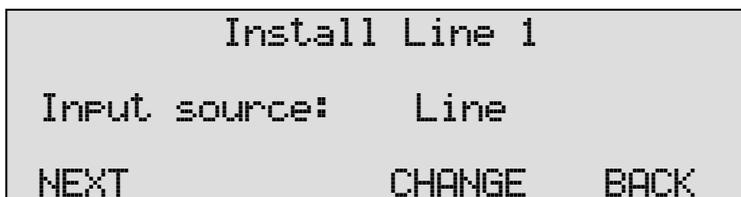
- Press **NEXT** repeatedly or use the  and  keys to scroll through the menu items.

The following menu items will be shown.

### 4.3.1 Input source

The **Input Source** setting allows for the selection of Telephone recording or Audio recording. For telephone recording from analogue phone lines the Input Source needs to be set to **Line**. For all other applications **Audio** needs to be selected. When Audio is selected the Call Recorder records from the audio connections on the front of the device.

The display will show:

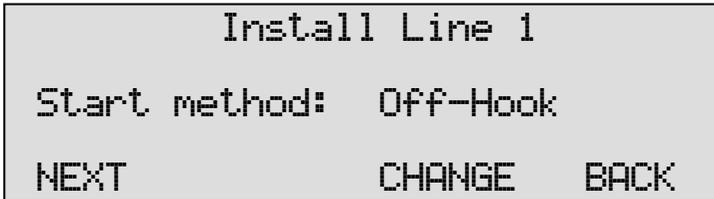


- Press **NEXT** to move on to the next menu item or press the line number to move to the **Start method** setting of the corresponding line.

### 4.3.2 Start Method

The **Start method** refers to the condition the Call Recorder uses to determine how to start and stop recording. When recording from a

normal analog telephone line the Off-Hook method should be used. The Call Recorder detects when the connected telephone becomes Off-Hook and starts recording. Following the Input Source setting as described above the display will show:



- Press **CHANGE** to select Off-Hook , Voice , Switch+Voice or Switch+Hook.

When Off-Hook is selected as start method the next item in the menu will be "Off-Hook Level". This can be set to Low or High depending on the desired Off-Hook detection sensitivity. Try the other setting when automatic start and stop of recordings doesn't work properly.

In Voice mode the Call Recorder monitors the input source for audio signals and recordings are started accordingly. Voice recording is mainly used to record from other sources than the telephone, like radio communication, or all other cases where the Off-Hook method does not work. When Voice is selected as start method the next items in the menu will be "Signal Settings" and "Silence Period".

Another option is to start and stop recordings with the use of a connected switch. Some digital telephones have a switch connection for this purpose. The make or brake contacts must be connected to the Start/Stop Switch connector at the front. For each line there is an input available.

There are two methods selectable; Switch+Voice or Switch+Hook. The Switch+Voice method is the normal switch functionality, just starting and stopping recordings when the switch opens or closes. The Switch+Hook method is a combination of Off-Hook detect AND Switch detect: Both must be active to start or continue a recording! If off-hook OR the switch fails the recording stops again.

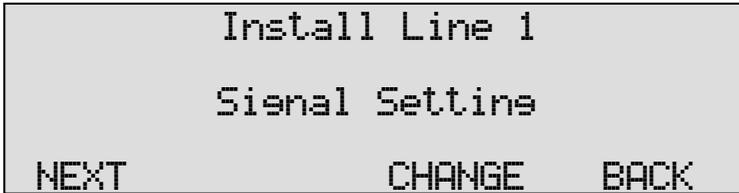
When switch is selected as start method the next item in the menu will be "Switch type". You can choose between Make or Break indicating opening or closing the switch to start a recording.

- Press **NEXT** to move on to the next menu item or press the line number to move to the Start method setting of the corresponding line.

### 4.3.3 Signal Settings

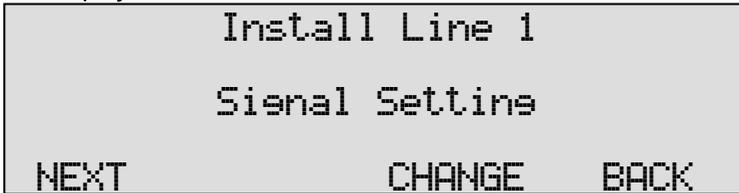
If you have selected **Voice activated** recording as Start method pressing **NEXT** will display the Signal Setting.

The display will show



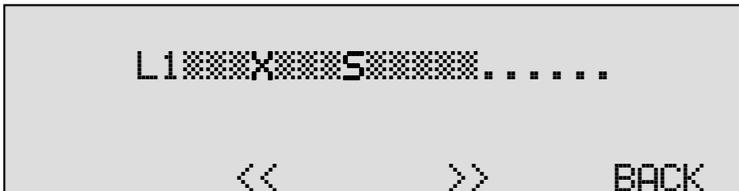
- Press **CHANGE** to alter the signal settings.

The display will show:



The "S" indicates the start level for recording, the "X" indicates the stop level to stop recording.

Pick up the connected telephone and the signal of the dial tone will be displayed as a black bar:



For the Call Recorder to start recording the displayed audio level needs to exceed the "S" sign as is the case in the example above. Adjust the start level by pressing the soft-keys below the << and >> in the display. It is advised to set the start level approximately three units below the actual audio level of the dial tone.

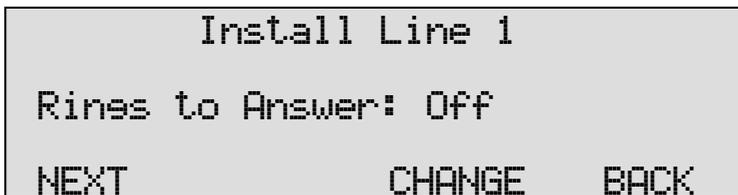
To stop the recording the audio level needs to fall below the cross sign ("x"). Adjust the stop level with the <<< and >>> recorder keys. It is advised to keep the stop level approximately three units above the actual audio level the Call Recorder is supposed to stop on. For the Call Recorder to actually stop recording the audio level needs to fall below the set stop level for a certain amount of time. This amount of time is called the Silence Period.

- Press **Back** when the Start and Stop levels have been set.

When set the next menu item will be "Silence Period", which is used to detect a remote hang-up in case there is no normal disconnect tone.

#### 4.3.4 Rings to Answer

When the Input Source is on **Line** and the Start method is on **Off-Hook** then pressing NEXT will show:



When this parameter is set to any value between 1 and 25, the recorder will answer the telephone line by itself, as an answering machine. The notification message is played first and then a recording is started. The recording is stored on the disk as a normal call recording.

This Automatic Answering feature can also be used for example in the situation that the recorder is added to a call on the line in conference mode (3rd party listener).

When one of the lines has "Rings to Answer" set then the display shows "Answering Machine" permanently. In that case the answering for all lines can be turned on or off by pressing softkey 4 or numeric 8.

By default the recorder answers all lines using the Notification message. On the recorder this message file is named MESS340.6 which can be modified with the PC tool **vcFTPAccounts** or the webbased **Araña** archiving software.

Each line can also have its own Answering Machine message (Voicemail message). On the recorder these files must be named MESS341.WAV till MESS348.WAV for line 1 till line 8.

The format of these messages must be G.711 A-Law, 8000 Hz, Mono. To edit these messages on the recorder itself press: Settings , NOTIF , >>> or 1-9.

When e-mail is installed in the Network Settings (both SMTP server and e-mail address) then by default all answering machine recordings are send to this e-mail address.

It is also possible that each line has its own e-mail address. This can be defined in a file on the recorder named **EMAIL.TXT**.

To edit this e-mail list on the recorder press: Settings , LIST , Settings.

The file EMAIL.TXT can also be edited on the PC using for example notepad and then must be transferred to the recorder using FTP.

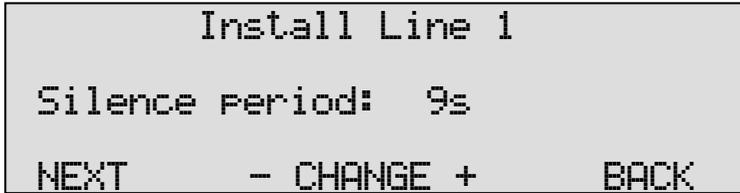
The contents must look as follows:

```
1 \ email1@address1.com
2 \ email2@address2.com
....
8 \ email8@address8.com
```

#### 4.3.5 Silence Period

If you have selected **Voice** recording as Start method pressing **NEXT** will display the Silence Period setting.

The display will show:

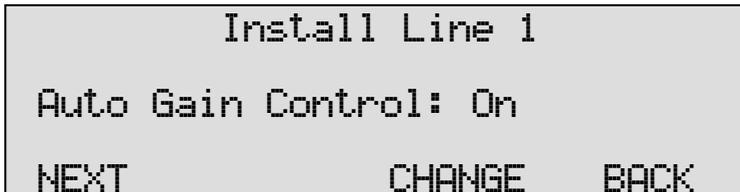


- Press - or + to alter the Silence Period up to 120 seconds.

Select a value between 1 and 120 seconds. Keep in mind that when a call is put on hold the audio level drops and the recording is possibly stopped, when the call resumes a new recording may start again. In order to keep the call in one recording a larger Silence Period is suggested. For the recording of radio communication it is preferred to keep the Silence period small to prevent consecutive communications in one recording.

#### 4.3.6 Automatic Gain Control

**Automatic Gain Control** adjusts the recording level of the local and remote voice to attain similar audio levels during playback of the recording. The display will show:



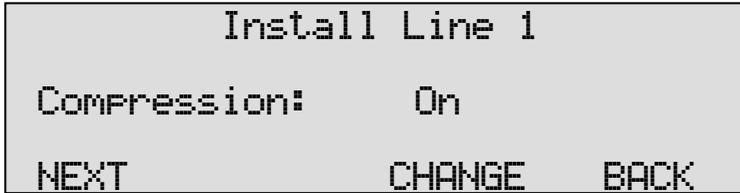
- Press **CHANGE** to disable or enable Automatic Gain Control.

The audio levels of the local and remote voice may differ substantially for consecutive calls. Therefore the Automatic Gain Control is enabled as a standard factory setting.

- Press **NEXT** to move on to the next menu item or press the line number to move to the Automatic Gain Control setting of the corresponding line.

#### 4.3.7 Compression

Compression uses the G.723 High Rate compression standard to compress the digital data of the recording. Following the Automatic Gain Control setting as described above the display will show:



- Press **CHANGE** to disable or enable Compression.

compression reduces the uncompressed data to 1/10th of the size. Therefore the compression has a profound effect on the storage capacity of the Call Recorder in terms of recording time. When compression is turned Off the G.711 A-law standard is used.

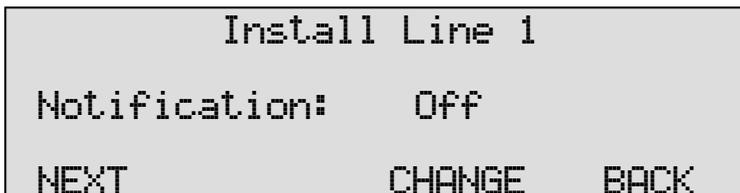
- Press **NEXT** to move on to the next menu item or press the line number to move to the compression setting of the corresponding line.

#### 4.3.8 Notification

In some countries or regions a notification tone and/or message is compulsory while recording telephone conversations. Check local regulations and obligations.

Notification can be done in two ways. One is a regular repeated beep sounded to both the local and remote telephones. The other is the sounding of a recorded spoken message at the beginning of the call.

Following the Compression setting as described above the display will show:



- Press **CHANGE** to change Notification method. Select one of the following options:
  - Tone
  - Message
  - Tone + Message
  - Off

If "Message" is selected in the Notification the next item in the menu will be "Message Ctrl" with the following options:

- Only incoming
- Always wait
- Always start
- Auto

These options work as follows:

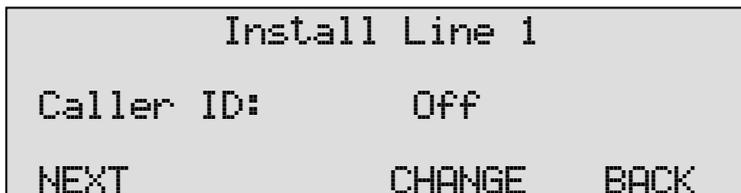
- When "Only incoming" is selected the message will be played when an incoming call is answered. The message will not be played on outgoing calls!
- When "Always Wait" is selected the message is only played when the Call Recorder receives a \* key DTMF tone. After the message is played the recording is started.
- When "Always Start" is selected the message is played directly at the start of a call and recording is started directly after the message.
- When "Auto" is selected the message is played automatically for incoming calls. For outgoing calls the message is played when a \* DTMF tone is received. Recording of the outgoing call is started directly after that.

The notification is disabled as standard. Please refer to § 6.1 how to record the message.

- Press **NEXT** to move on to the next menu item or press the line number to move to the Notification tone setting of the corresponding line.

#### 4.3.9 Caller ID

Caller ID will show the telephone number of the remote telephone. Following the Notification setting as described above the display will show:



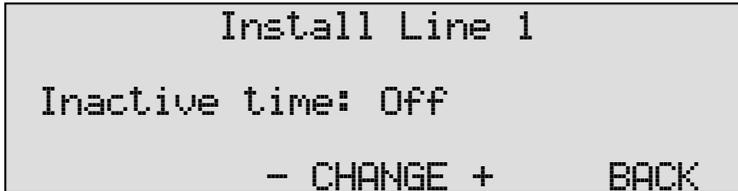
- Press **CHANGE** to select Caller ID method.

Caller ID has two basic methods; DTMF and FSK. Either one can be active or passive. "Active" means Caller ID is activated by the Call Recorder, "passive" means Caller ID is activated by another device on the line.

Caller ID must be supported by your service provider. Contact your service provider for details. The Caller ID setting is the last option in the Line installation menu.

#### 4.3.10 Inactive time

The time period can be set per hour. Inactivity detection is meant as an extra safety for unattended usage of the recorder. After detecting the inactive period, the recorder will send an e-mail to notify the operator.



- Press **BACK** to return to the configuration menu.

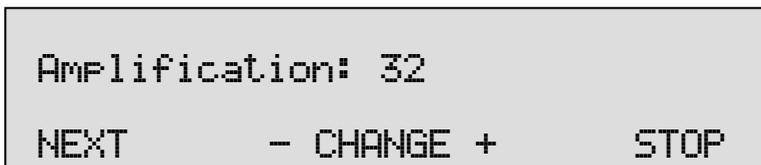
The display will then show the first configuration screen, where we started this section:



- Press **NEXT** multiple times to select the Installation menus of the other lines or press **STOP** to exit the configuration menu.

## 4.4 Amplification

The Amplification will set the input level of all lines for all modes. The default value is 32 (0dBm), the minimum amplification is 1 (-31dBm) and the maximum is 63 (+31 dBm).

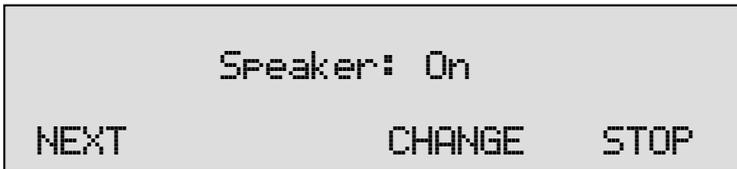


- Press - or + to alter the line input amplification.

- Press **NEXT** to continue in the menu or press **STOP** to exit the settings menu.

## 4.5 Speaker

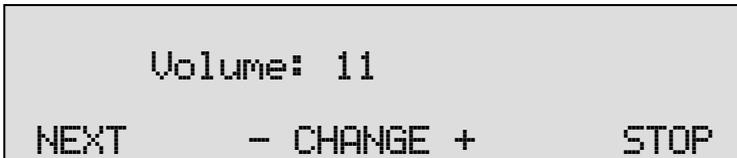
The **Speaker** setting controls the standard speaker status when the monitor function is started. That is if a specific line is monitored and the line becomes active the call can be heard directly through the speaker.



- Press **CHANGE** to disable or enable the Speaker.
- Press **NEXT** to continue in the menu with the Volume setting or press **STOP** to exit the settings menu.

## 4.6 Volume

The **Volume** setting determines the speaker volume when the monitor function is started.



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

## 4.7 Numberlist

The **Numberlist** is used to include or exclude telephone numbers from recording. See the description of the numberlist in Chapter 6. The setting Numberlist determines whether the numberlist is used as a blacklist or whitelist.

```
Numberlist: Black
NEXT          CHANGE      STOP
```

- Press **CHANGE** to select Off, Black or White.
- Default the Numberlist is set to **Off**.
- Press **NEXT** to continue in the menu with the **CryptoCard** setting or press **STOP** to exit the settings menu.

## 4.8 CryptoCard

The **CryptoCard** is used for encrypting recordings. See Chapter 9 for a detailed description. In the standard configuration the CryptoCard function is disabled. With the CryptoCard function enabled all recordings will be encrypted and it is no longer possible to make recordings without a CryptoCard.

```
CryptoCard: Off
NEXT          CHANGE      STOP
```

- Press **CHANGE** to enable or disable the CryptoCard function.

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

```
Friday          04-04-08 15:39

Please insert CryptoCard
```

The warning will disappear when a valid card is inserted. When the CryptoCard has been enabled the Call Recorder's next menu item will be the possibility to change the PIN of the CryptoCard. See § 9.2 for a detailed description.

- Press **NEXT** to continue in the menu with the **CD Copy** setting or press **STOP** to exit the settings menu.

## 4.9 CD Copy

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**, **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 settings menu.

## 4.10 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. Copying a group of recordings at the same time prevents the CD drive to be started and stopped continuously. 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 +          BACK
```

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

## 4.11 Auto Delete

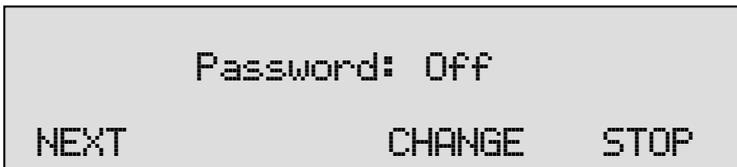
The Auto Delete function is a feature meant to protect the privacy of the people that are recorded. It is also there to be able to comply with legal situations where recordings are not allowed to exist longer than a certain period.



- 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 settings menu.

## 4.12 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 require the correct password to be entered first.



- Press **CHANGE** to enter a password using the Numeric Keypad.

New Password: ☒

STORE << CANCEL

- Press **STORE**.

Repeat Password: ☒

STORE << CANCEL

- Press **STORE** to enable the entered password.
- Press **NEXT** to continue in the menu with the **Clock setting** (§ 4.14) of the Call Recorder or the **Remove Password Protection** 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.

### 4.13 Remove Password protection

To remove password protection, do the following:



- Press **CHANGE** to disable the password (**On** changes to **Off** again). The password protection has now been disabled.

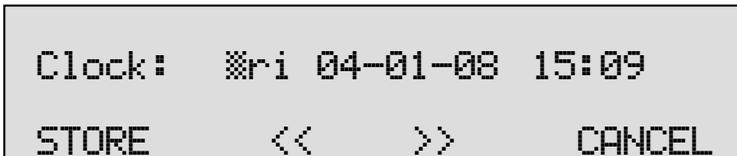
- Press **NEXT** to continue in the menu with the **Clock setting** of the Call Recorder or press **STOP** to exit the configuration menu.

### 4.14 Set the Clock

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



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



- 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 **STORE** to store the changes or press **CANCEL** to return to the previous values.

- Press **NEXT** to continue in the menu with the Language setting of the Call Recorder or press **STOP** to exit the **configuration** menu.

#### 4.15 Set the Language

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

```
Language:      English
NEXT          CHANGE      STOP
```

- Press **CHANGE** multiple times to select the preferred language.
- Press **NEXT** to continue in the menu with the **Reset all values** operation or press **STOP** to exit the configuration menu.

#### 4.16 Reset all values

Use **Reset all values** to reset all system values.

```
Reset all values: No
                  CHANGE  STOP
```

- Press **CHANGE** to enable the Reset all values operation.

```
Reset al values: Yes
                  CHANGE  STOP
```

- Press **STOP** to execute the **Reset all values** operation.

**Attention:** Reset all values operation will disable password protection and LAN settings are also lost.

## 5 Search, playback, CD copy and monitoring

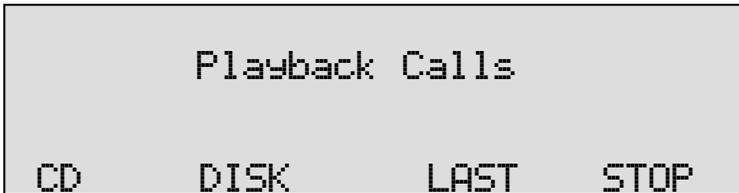
All stored recordings can be played back on the Call Recorder. To play a certain recording it has to be found and selected first. To find a recording the Call Recorder has a search function. The search function is described in § 5.2.

The Call Recorder also has a simpler and faster way to play the last recorded call. Playback of a selected recording is the same as playback of the last recording as described in the following paragraph.

### 5.1 Playing the last recorded call

- Press the  Playback key to open the playback menu.

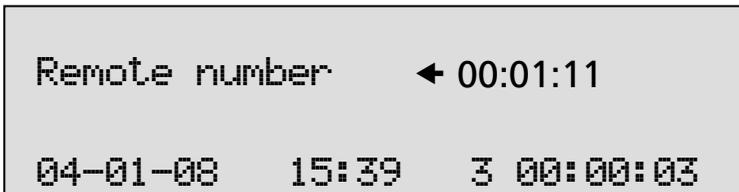
The display will show:



- Press **LAST** to play the last recording.

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

The display will show:



The display shows the remote telephone number. Next to that is the arrow indicating an incoming or outgoing call and the duration of the 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  and  recorder keys are used to move the playback position 300 seconds backward or

forward. The  key is used to stop playback.

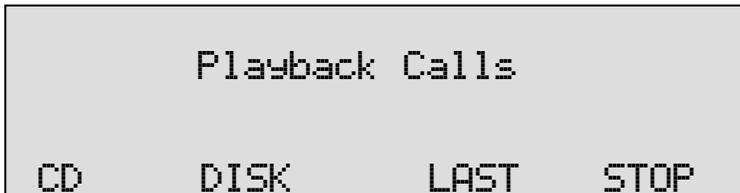
For playback of older stored recordings it is required to select the recording first. Read the next paragraph for an explanation on how to search for the desired recording.

## 5.2 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.

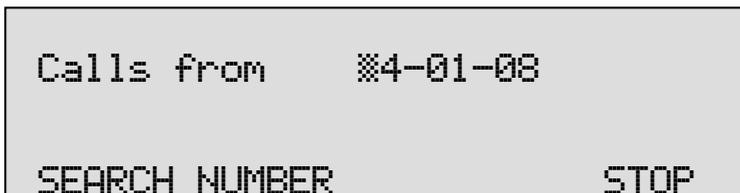
- Press the  Playback key to open the playback menu.

The display will show:



- Press **CD** or **DISK** to open the search menu.

The display will show:



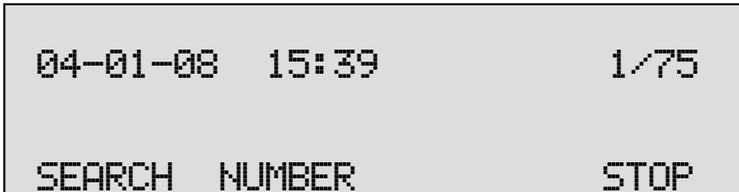
- Use the numerical keys to enter a date.

Entering the date or code to search for. You can use the \* key as wildcard. For example enter \*\*:\*:01:08 to search for all messages from Jan 2008.

It is also possible to refine the search according to remote telephone number or line number. In that case continue to read on § 5.2.1.

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

The display will show:

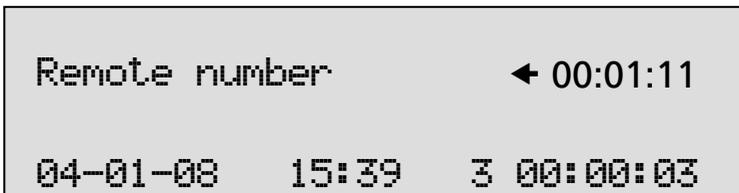


For the entered date 04-01-08 there were 75 recordings found. The first of the 75 recordings is selected for playback, the date and time of the

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.

The display will show:



The display shows the remote number. Next to that is the arrow indicating an incoming or outgoing call and the duration of the 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  and  recorder keys are used to move the playback position 300 seconds backward or

forward. The  key is used to stop playback. The next section describes how to refine your search in tracing for a specific number.

### 5.2.1 Refined search according to remote number

Open the search menu as described in § 5.2. Enter the date of the recording that you want to search for or enter wildcards to search for all recordings with the same remote number. Remember that the entered date will always be incorporated in the search.

- Press **NUMBER** to enter a number to search for.

The display will show:



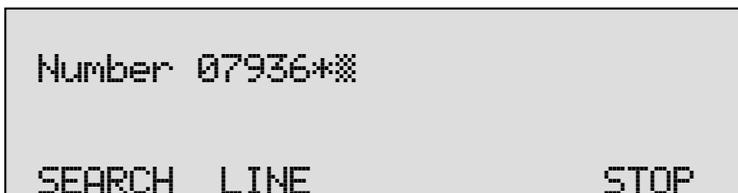
- Use the numerical keys to enter a remote number.

Entering the remote number to search for you can use the \* key as wildcard. For example enter 03520\* to search for all recordings which start with the number 03520. It is also possible to refine the search even further according to line number. In that case continue to read on § 5.2.2.

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

### 5.2.2 Refined search according to line number

It is possible to refine your search even further according to line number. This is done by performing the search described in the paragraphs above. Remember that the entered date and remote number will always be incorporated in the search. Use wildcards as described to widen your search. After entering the remote number to search for the display will show:



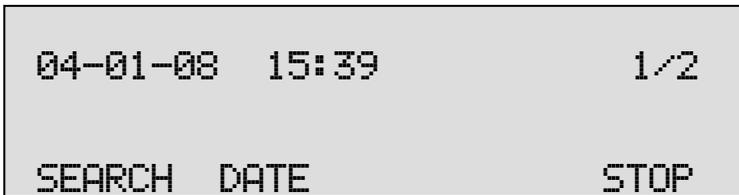
- Press **LINE** to refine your search according to line number.

The display will show:



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

The display will show:



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  and  recorder keys are used to move the playback position 300 seconds backward or

forward. The  key is used to stop playback.

## 5.3 Copy recordings to CD

There are two possibilities for copying recordings from the Drive to CD.

### 5.3.1 Copy an individual recording

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



- Press the  function key.

The display will show:



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

When the recording has been copied the display will show:



- 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 created. Please see § 7.3 for a description.

### 5.3.2 Copy a selection of recordings

First define the search to locate the recordings you want to copy as described above.

The display will show:

```
Calls from *4-01-08

SEARCH  NUMBER  STOP
```

- Press the  function key instead of **SEARCH**.

The display will show:

```
Recordings found: 75

Copy to CD?

YES  NO
```

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

When the recording has been copied the display will show:

```
Finished. (Files in Queue)

STOP
```

- Press **STOP** to finish.

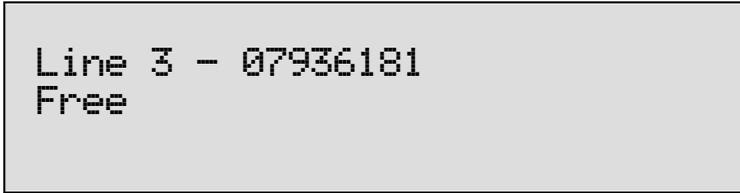
**Beware:** After copying the recording the CD is not yet usable for the PC. To make the CD usable for the PC a directory has to be created. Please see § 7.3 for a description.

## 5.4 Monitoring

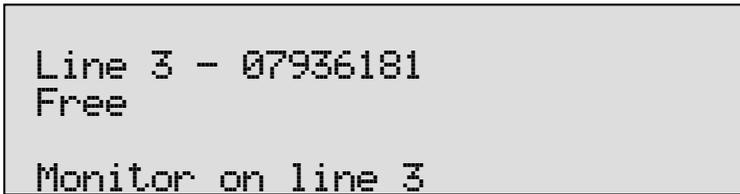
Monitoring of the telephone lines is a separate feature of the Call Recorder that allows the user to listen in on the telephone conversations.

- Press the  or  or  function key button to select the next line number,
- or press the  or  or  function key button to select the previous line number.

The display will show:



- Press  to activate the monitor
- The display will show:



- Pressing the  key again toggles the speaker on or off.
- Change again lines by pressing the , , , ,  or  keys.
- Stop the monitor by pressing soft-key **STOP** or pressing the  key.

## 6 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 activation and setting of the notification message is described in § 4.3.8.

The numberlist can be used as Blacklist or Whitelist and can contain 250 numbers. Using the list as Blacklist means 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 are not. The selection of Whitelist or Blacklist is described in § 4.7.

### 6.1 Record notification message

To record the notification message do the following:

Connect the supplied headset. The black connector is the loudspeaker, the red connector is the microphone.

Press the  Settings to enter the Settings menu, then softkey  NOTIF

The display will show:



- Press the Softkey REC or the  key to record the message.
- Speak the message into the microphone of the headset.
- Press the Softkey STOP or the  key when you are finished.
- Press the Softkey PLAY or the  key to listen to the recorded message.

- When you are satisfied with the recording press **STOP**.
- When you want to record again press **DELETE**.

## 6.2 View the numberlist

- Press the  to enter the Settings menu, then softkey  LIST.

The display will show:



The number "0123456789" is the first of 3 numbers in the list.

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

## 6.3 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.

The display will show:



- Enter the number that needs to be added to the list.

Wildcards are allowed to enter a range of numbers, e.g. 079\* will block or include all the numbers that start with 079.

- Press **STORE** to add the number to the list.

- Press **STOP** to leave the numberlist-menu to acknowledge and save the changes.

## 6.4 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.

The display will show:

```
Blacklist - 1/3
0123456789
NEXT  NEW  DELETE  STOP
```

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

The display will show:

```
Blacklist - 1/3
0123456789
YES   Delete?   NO
```

- Press **YES** to remove the number from the list.
- Press **STOP** to leave the numberlist-menu to acknowledge and save the changes.

## 7 Using the CD drive and the CD menu

Most Call Recorder recorders have a CD drive. The CD drive is used to copy recordings onto CD recordable for backup purposes.

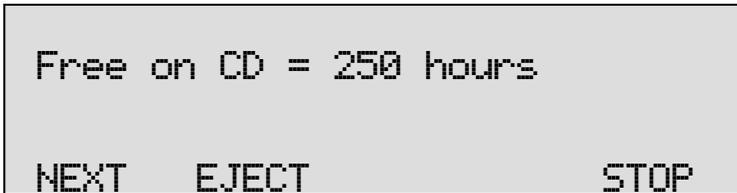
### 7.1 The CD menu

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

### 7.2 Free time left on CD

- Press the  function key to enter the cd menu.

The display will show:



The number in the display is an indication of the available recording space on the CD in units of hours and corrected for the selected compression mode. Effectively the available recording space is slightly smaller due to space consumed when a directory is being made. The available time free on disk also depends on the kind of compression used. See § 4.3.7 for details.

### 7.3 Create CD directory

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

- Press **NEXT** once.

The display will show:



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

The display will show:



- Press **OPEN** or **CLOSE** 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.

**Important:** A CD Directory will include only the recordings that are on the CD when making the directory!

## 7.4 Erase CD Re-writable

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

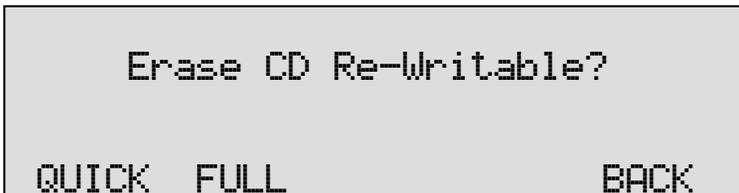
- Press **NEXT** two times.

The display will show:



- Press **START** to proceed erasing the CD

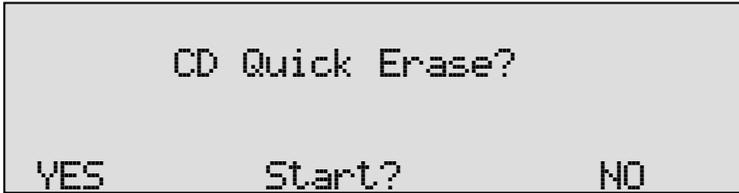
The display will show:



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

- Choose **FULL** to erase the entire CD.

The display will show:



- Press **YES** to start erasing.

When the Call Recorder is finished erasing the display will show:



- Press **STOP** to finish.

## 7.5 Software update

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

- Press **NEXT** three times.

The display will show:



- 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.

The display will show:



- Press **YES** to start the software update.

While searching for the update the display will show:

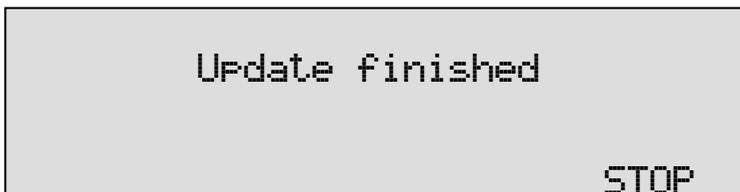


The various software components will be updated automatically when newer versions have been found. During the updating the display will show:



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

When the Call Recorder is finished the display will show:



- Press **STOP** to finish.

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

## 8 The Drive menu

The Call Recorder has a Drive menu with merely some statistical information.

Press the  function key 2x to open the disk menu.

The display will show:

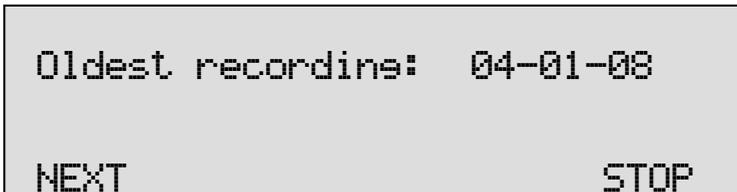


```
Free on Disk:      13480 Hours
NEXT                                     STOP
```

In this example there is 13840 hours of free recording space on the Drive. Note that the free recording space on disk is corrected for the selected compression mode. See § 4.3.7 for details.

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

The display will show:

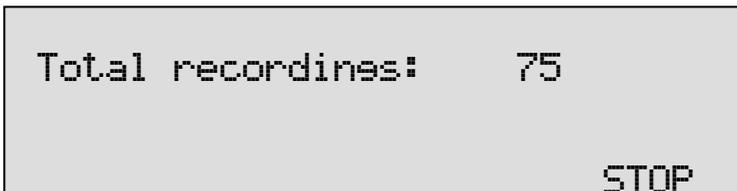


```
Oldest recording:  04-01-08
NEXT                                     STOP
```

The date of the oldest recording on the Drive is displayed.

- Press **NEXT** to continue with the Total number of recordings

The display will show:



```
Total recordings:  75
STOP
```

The total number of recordings is displayed.

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

## 9 Encrypted recording

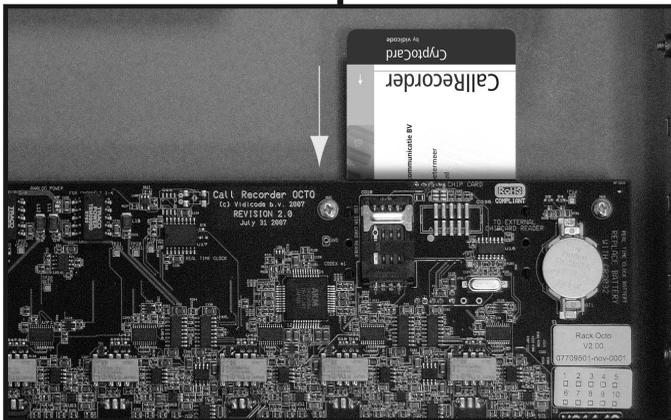
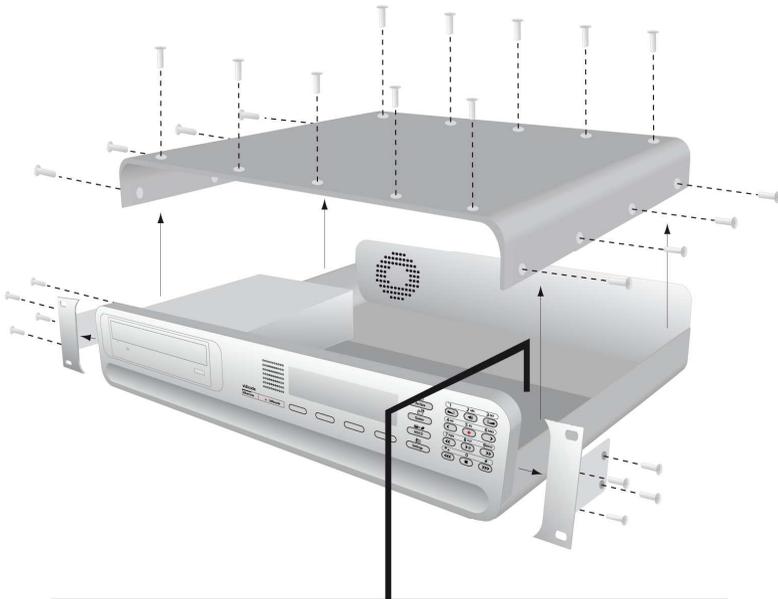
Encrypted recordings are made to prevent unauthorized playback of and listening to recordings. The Call Recorder uses a CryptoCard to encrypt recordings. The CryptoCard is a chip card that holds the key to the encryption and decryption. Encrypted recordings can only be played back with the original or a matching CryptoCard.

The Call Recorder is equipped with an internal card reader specifically for this purpose. CryptoCards can be obtained from your Call Recorder supplier. The use of the CryptoCard encryption function is controlled in the Recorder settings menu. See § 4.7 to enable the use of a CryptoCard.

### 9.1 Insert CryptoCard into Call Recorder

**First unplug the power cord as there are dangerous voltages inside!**

Unscrew and lift the top of the enclosure as shown in the schematic figure below. Locate the chip card holder in the top right hand side and insert the card in the proper orientation as shown.



## 9.2 The CryptoCard and its PIN and PUC code

The CryptoCard is supplied with a PUC code and a PIN code. The PIN is a four-digit code and is requested by the Call Recorder 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 can be changed. This can be done only when the "Use CryptoCard" function has been enabled. See § 4.7 to enable the use of a CryptoCard.

- Press the   and  SYSTEM function key.
- Press **NEXT** twelve times.

The display will show:



- Press **CHANGE** to change the card code.

First enter the original card code.

- Press **CONTINUE**.

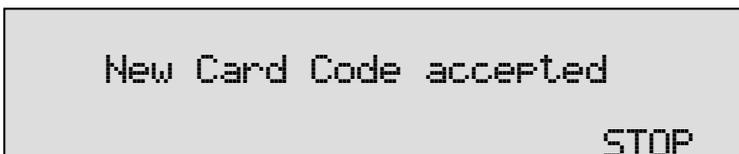
Enter the new card code.

- Press **CONTINUE**.

Repeat the new card code for confirmation.

- Press **CONTINUE**.

The display will show:

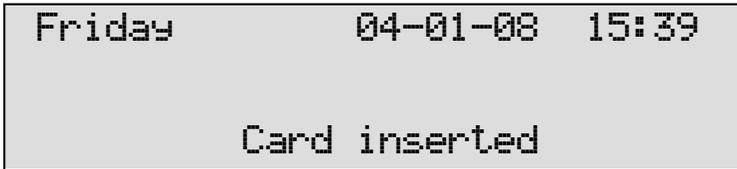


A CryptoCard allows for two invalid PIN entries. After the third invalid PIN entry the CryptoCard is disabled. The next time the Call Recorder will ask for the PUC to enable the card again. The CryptoCard allows for four invalid PUC entries. After the fifth invalid PUC entry the Call Recorder will disable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

### 9.3 Making an encrypted recording

To make an encrypted recording it is essential that the "Use CryptoCard" function is enabled in the Settings menu. Enable the "Use CryptoCard" function as described in § 4.7. 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. The display will show:



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 System 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.

### 9.4 Playing an encrypted recording

Encrypted recordings can only be played back with the original or a matching CryptoCard. Playback of an encrypted recording on the Call Recorder works quite simple. Search and select the desired recording as described in Chapter 5. If playback of the encrypted recording is started the Call Recorder will automatically ask for the Card code.

The display will show:



After entering your PIN 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.

Recordings can also be downloaded to a PC with the Call Recorder Access System. 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 will show whether or not recordings are encrypted in the "Use of CryptoCard" column. When an encrypted recording is played the Call Recorder Access System will prompt you for the insertion of a matching card and the matching PIN. 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. Encrypted recordings can be played on any PC with Call Recorder Access System on it and with the original or matching CryptoCard.

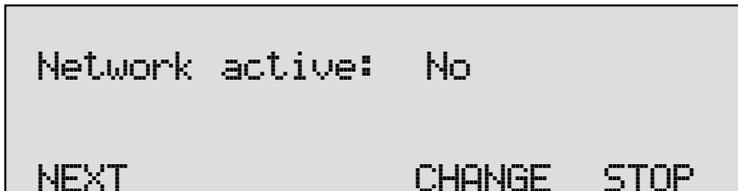
# 10 The Ethernet interface

The Call Recorder has mature Ethernet capabilities. When the network configurations have been made the Call Recorder can be accessed over the network using the archive software. Messages can be downloaded and played with this software. See the following section for instructions.

## 10.1 Network active

- Press the  and  LAN function key to enter the Network settings menu.

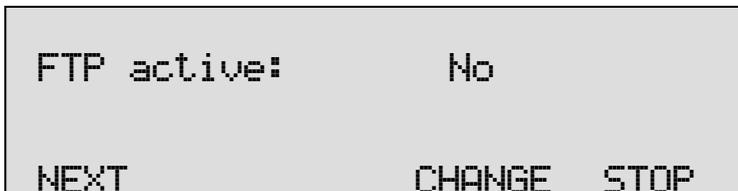
When you enter the Network settings menu the display will show:



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

## 10.2 FTP active

FTP stands for File Transfer Protocol. This is the protocol used by the Call Recorder to transfer files over the network. This is a widely used protocol that is also being used for the Internet.



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

## 10.3 FTP user

The FTP user is the user name of the Call Recorder. It is used by the Archive software to log on to the Call Recorder.

```
FTP user: 0000

NEXT                CHANGE  STOP
```

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

```
FTP user: ✖

                                CANCEL
```

Use the alpha-numerical keys to enter the FTP user name. Use the  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.

## 10.4 FTP password

The FTP password of the Call Recorder is the password that goes with the FTP user name of the Call Recorder. It is used by the Archive software to log on to the Call Recorder.

```
FTP Pwd: 0000

NEXT                CHANGE  STOP
```

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

```
FTP Pwd: ✖

                                CANCEL
```

Use the alpha-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.

## 10.5 FTP server port

FTP server port is the port number through which the Archive software can log on to the Call Recorder. The FTP server port is default set to 21, as is the setting of the port number in the Archive software. 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:  *
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.

## 10.6 DHCP server

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

```
Use DHCP server:  No
NEXT              CHANGE  STOP
```

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



- 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 an IP address, as indicated in section 8.8.

## 10.7 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 the Call Recorder an IP address. In case a DHCP server is not used a static IP address must be assigned to the Call Recorder.



- Press **CHANGE** to enter the IP address of the Call Recorder.



Use the numerical keys to enter the IP address of the Call Recorder.

- Press **STORE** to save the IP address of the Call Recorder.
- Press **NEXT** to save and move on to the next menu item.

## 10.8 IP subnet mask

The IP subnet mask is used by the Call Recorder if access from outside the network is required. In this case the Gateway will need to be entered as well.

```
IP Mask: 255.255.255.000

NEXT                CHANGE  STOP
```

- Press **CHANGE** to change the IP subnet mask of the Call Recorder.

```
IP Mask: 255.255.255.000

STORE  <<  >>  CANCEL
```

Use the numerical keys to enter the IP subnet mask of the Call Recorder.

- Press **STORE** to save the IP subnet mask of the Call Recorder.
- Press **NEXT** to save and move on to the next menu item.

## 10.9 Gateway

The Gateway is used by the Call Recorder if access from outside the network is required. If so the Gateway and the IP subnet mask will need to be entered.

```
Gateway: 0.0.0.0

NEXT                CHANGE  STOP
```

- Press **CHANGE** to enter the Gateway of the Call Recorder.

```
Gateway: 000.000.000.000

STORE  <<  >>  CANCEL
```

Use the numerical keys to enter the Gateway of the Call Recorder.

- Press **STORE** to save the Gateway of the Call Recorder.
- Press **NEXT** to save and move on to the next menu item.

## 10.10 IP address 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: OCTO-101010
NEXT                CHANGE  STOP
```

- Press **CHANGE** to enter an IP name for the Call Recorder.

```
IP name: ☒
STORE    <<    CLEAR  CANCEL
```

Use the numerical keys to enter an IP name for the Call Recorder.

- Press **STORE** to save an IP name for the Call Recorder.
- Press **NEXT** to save and move on to the next menu item.

## 10.11 E-mail address

The Call Recorder has E-mail capabilities. All problems, information and reports can easily be forwarded to an E-mail address.

```
E-mail:
NEXT                CHANGE  STOP
```

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

```
E-mail: info@vidicode.com

STORE    <<    CLEAR  CANCEL
```

Use the alpha-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.

### 10.12 Reply address

Because the Call Recorder cannot handle E-mails the E-mails sent by the Call Recorder require another reply address.

```
Reply:

NEXT          CHANGE  STOP
```

- Press **CHANGE** to enter the E-mail reply address.

```
Reply: info@vidicode.com

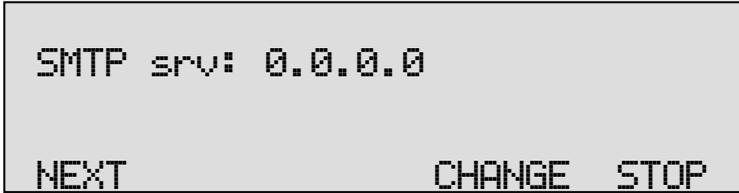
STORE    <<    CLEAR  CANCEL
```

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.

### 10.13 SMTP server address

The Call Recorder uses the IP address of the SMTP server to send E-mail. 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.



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



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

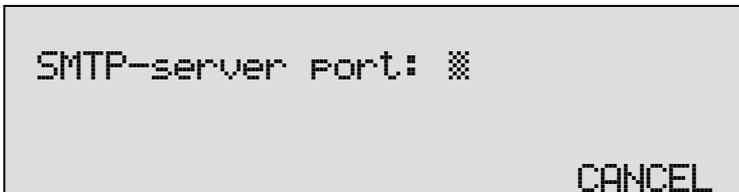
- Press **STORE** to save the IP address of the SMTP server.
- Press **NEXT** to move on to the next menu item.

## 10.14 SMTP server port

SMTP-server port is the port number through which the Call Recorder connects with the SMTP server. The SMTP-server port of the Call Recorder is default set to 25. Do not change the SMTP-server port number when this value is not explicitly changed in the SMTP server.



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



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.

## 10.15 Domain name

The domain name of the SMTP server is required as domain name in the Call Recorder. 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:
NEXT          CHANGE  STOP
```

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

```
Domain:  ☒
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.

## 10.16 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 server).

```
DNS srv:  0.0.0.0
NEXT          CHANGE  STOP
```

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

```
DNS srv: 000.000.000.000

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.

## 10.17 NTP Server

Network Time Server refers to the IP address of the Network Time Server, which is used to synchronize the time the Call Recorder uses internally with the time on the Network Time Server.

```
NTP srv: 0.0.0.0

NEXT                CHANGE  STOP
```

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

```
NTP srv: 000.000.000.000

STORE    <<    CLEAR  CANCEL
```

Use the numerical keys to enter the IP address of the NTP server.

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

## 10.18 NTP Server Port

NTP server port is the port number through which the Call Recorder connects to the Network Time Server. The NTP server port is default set to 123, as is the setting of the port number in most NTP servers. If there

is no direct reason to change the NTP server port it is best left unchanged.



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

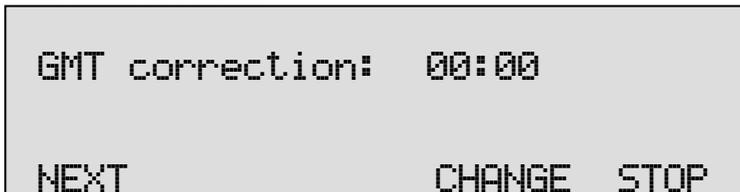


Use the numerical keys to enter the NTP server port number.

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

## 10.19 GMT correction

**GMT correction** property is used to identify the time zone. An NTP server normally issues GMT. A GMT correction can be set in units of half hours from -15:00 to + 15:00.



- Press **CHANGE** to set GMT correction. Keep pressing **CHANGE** to increase the correction. It will start with + 1:00, keep pressing **CHANGE** to increase. After + 15:00 there will appear - 15:00.
- 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.

## 10.20 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.

## 10.21 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.

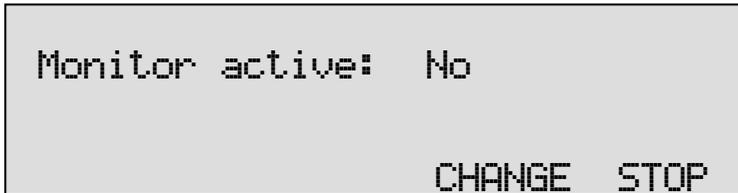
The following settings are available:

S1-S5, F1-F3 and U1-U3. Where S stands for Slow, F for Fast and U for Ultrafast.

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

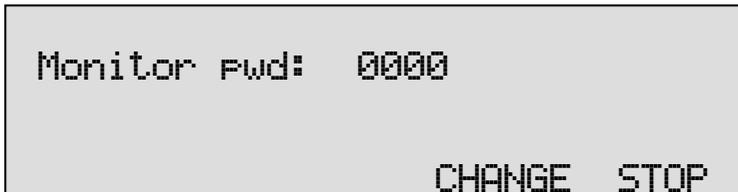
## 10.22 Monitor active

The monitor function allows you to listen in to the conversations that take place using the Call Recorder. This is done remotely with the RTR Call Monitor software, which connects with the Call Recorder over the network. This option enables this recorder to be accessible to the RTR Call Monitor software.



- Press **CHANGE** to enable the Monitor.
- Press **NEXT** to move on to the setting of the Monitor password.

The monitor password is a special password that is used to log on to the Call Recorder. This password is also set in the RTR Call Monitor software.



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

# 11 Call Recorder Quick CD Access System

The Call Recorder comes with special PC software, the Call Recorder CD Quick Access System. The object of the software is to be able to locate and play recordings quickly. Place the CD with the recordings in the CD player of your PC and the Call Recorder Quick CD access System will quickly create a clear list of the recordings on the CD. Recordings are by default sorted according to date and time. Recordings can be selected and played from the CD. Remember that the CD has to be made suitable for the PC by making a CD directory on the Call Recorder.

It is also possible to create an archive on your hard disk. Recordings in the archive on your hard disk can also be given a name. All recordings with the same remote number will acquire the same name automatically.

An extensive query screen allows for the definition of a query to be executed in the current archive. Queries can be made according to date and time, remote number, name, incoming and outgoing calls, answering machine messages and microphone recordings.

## 11.1 Installing the software

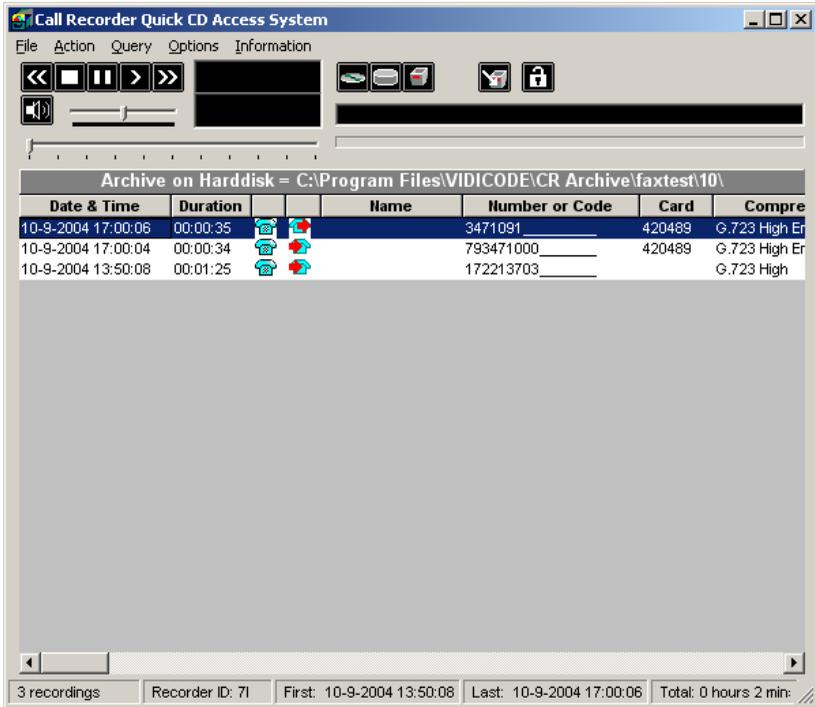
Placing the "Quick CD Access System" installation CD-ROM in your computer starts software installation. If the installation is not started automatically, locate the file setup.exe on the CD and start it by double-clicking. Follow the instructions on the screen.

## 11.2 Start and Play recordings

- 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 as follows:



To play a recording select a recording in the listing and click on the  button to start playback. The  and  keys are used to skip 60 seconds forward or backward. The lower slider is used to move playback to a particular point in the recording.

### 11.3 View recordings on CD

Start the Call Recorder CD 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,
- and the filename.

At the bottom of the application dialog the 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,
- and 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.

## 11.4 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 disk. Default the disk archive is located in the Archive folder in the directory

where the program was installed. 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 disk.  
Select **Show** the **current** archive on 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 disk. To locate a different archive on your disk:

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

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



to show the archive on CD and



to show the archive on disk

## 11.5 Recycle bin

Once an archive on 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 is 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.

## 11.6 Export recordings

Recordings can be exported from the application.

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

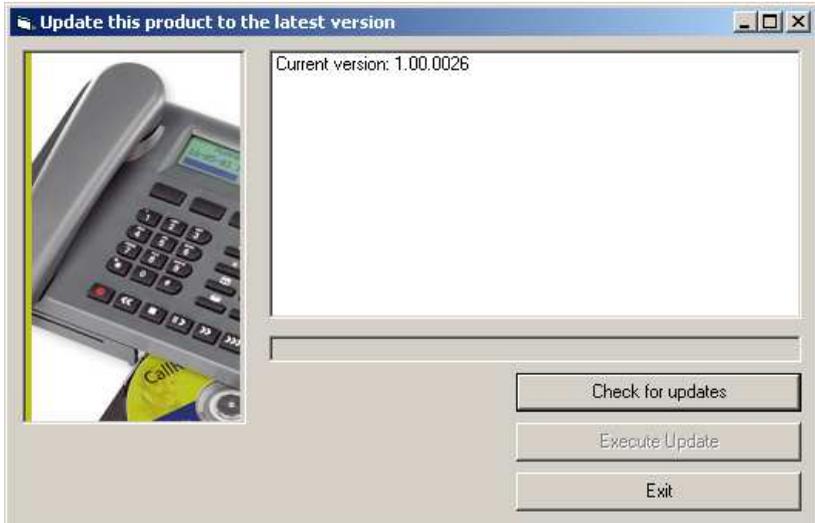
You now have the option to export the file without changing the format or to export the recording as a .WAV file.

## 11.7 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.

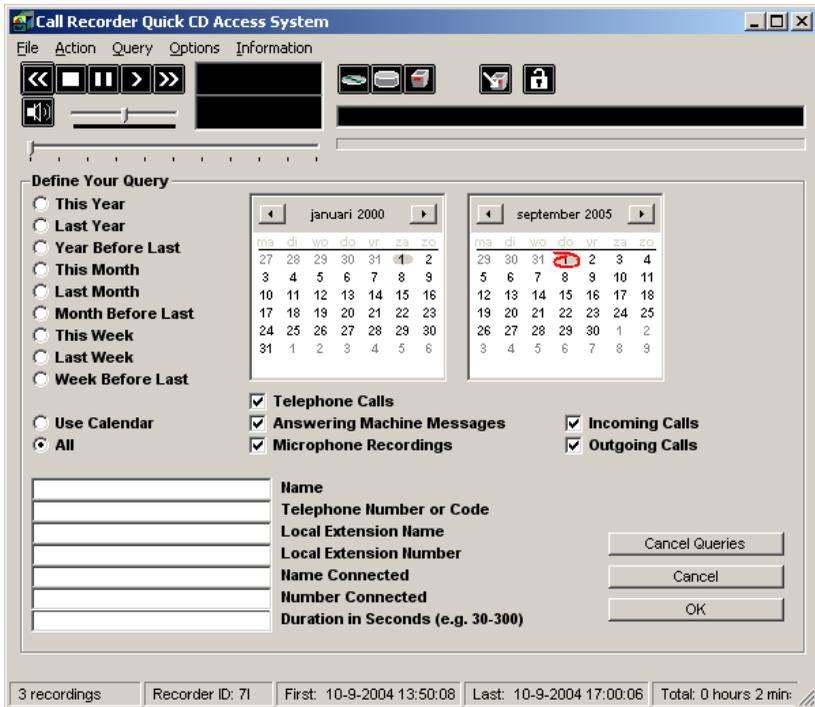
- Click **Execute Update** to install the update.

Keep in mind that an update may be of considerable size which can take a while to download.

## 11.8 Search recordings

The Call Recorder CD 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 time interval.

- Check **Use Calendar** to select a date range within the calendars.

Select the starting date in the left calendar

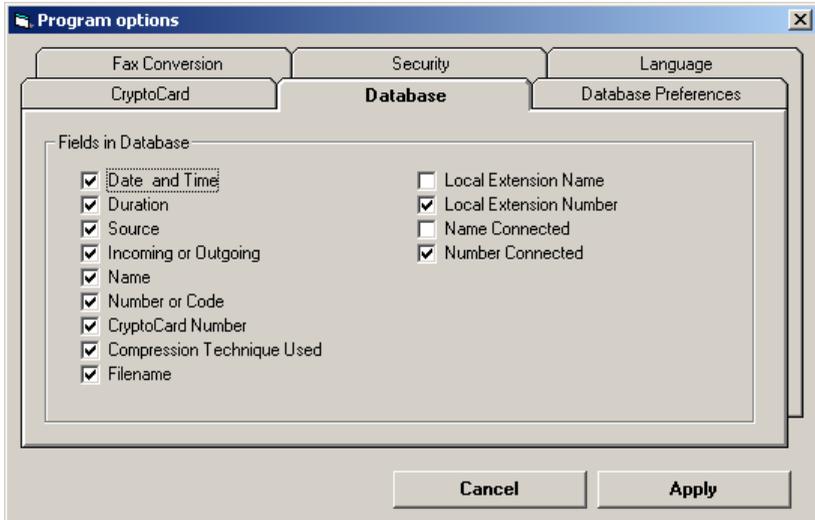
Select the end date in the right calendar.

- Click **OK** to execute the selected query.

## 11.9 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 screen:



Selected changes are executed when you click **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:

- 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.

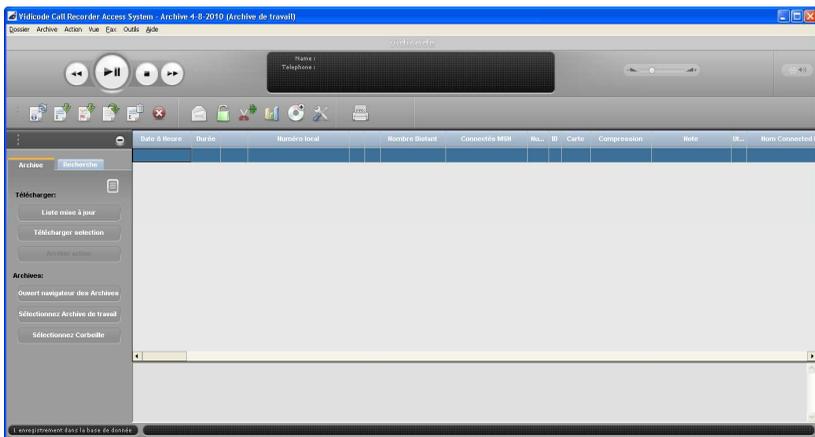
## 12 The Access and Monitor software

The Call Recorder is equipped with an Ethernet interface that can be used for the two main applications of the system. With the Call Recorder Access System it is possible to connect to the Call Recorder over the network and download stored recordings for archiving purposes. With the RTR Call Monitor software it is possible to connect to the Call Recorder over the network and listen-in real-time to ongoing telephone communications. For the communication between the Call Recorder Access System and the Call Recorder it is essential that the network settings of the Call Recorder have been properly configured. See Chapter 6 for details.

### 12.1 The Call Recorder Access software

The Call Recorder Access software is a versatile system that allows for the manipulation and archiving of stored recordings. The Call Recorder Access System holds a list of different recorder devices it can connect to. The Call Recorder Access System can connect to the Call Recorder over the network and retrieve a listing of all the recordings in the Call Recorder. Recordings can then be selected and downloaded from the Call Recorder. Downloaded recordings can be listened to or archived.

For Call Recorders with a CD drive there is another version of this program called Quick CD Access System, where the calls are downloaded the moment you want to play the recording. This can be useful if it is required to save storage capacity on the PC. The thought behind it is that the CD drive is used for backup and archiving applications.



### 12.1.1 Playing recordings

The Call Recorder Access System receives a listing of recordings first. To play a recording the actual recording will need to be downloaded. A downloaded recording can be played using the incorporated recorder

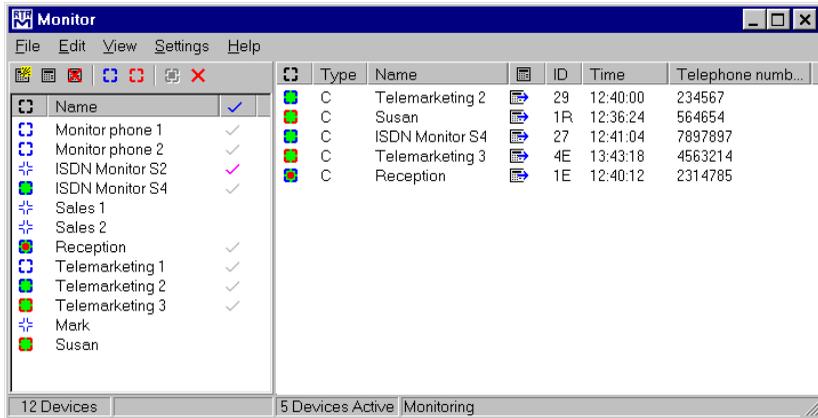
keys. Select a recording in the database and click on the  button to start playback. The  and  keys are used to skip 60 seconds forward or backward. The lower slider is used to move playback to a particular point in the recording.

### 12.1.2 Queries

The Call Recorder Access System has the ability to make a selection of recordings according to date, time or other call properties. A query can be performed for a certain a range of dates and times or duration. The entire database can also be sorted according to date and time or duration. Recordings can be assigned a name according to Caller ID or Remote number. Once a particular recording with a certain Caller ID or Remote number has been assigned a name all recordings with the same Caller ID or remote number will be assigned the same name. A query can be performed to search the database for recordings with the same name or number.

## 12.2 The RTR Call Monitor software

RTR Call Monitoring stands for Real Time Remote Call Monitoring. The Call Recorder features the RTR Call monitoring option. The optional RTR Call Monitor software keeps track of the status of all eight/four lines of the Call Recorder. Once a call is started on a particular line 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. In 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.



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 6 for details.

# 13 Accessories

## 13.1 Bidirectional Handset adapter

This sophisticated device is the ideal way to connect a Quarto or Octo Call Recorder to the handsets of digital or IP phones.

The Bidirectional Handset Adapter (BIHA) will not only provide the Call Recorder with a mixed microphone/speaker signal taken from the handset cord, but will also enable the Call Recorder to send out a recording announcement to the calling party.

With the BIHA adapter the Octo or Quarto can be used to record from a cluster of digital phones or a mix of digital and analogue phones. The unit can also be used to easily connect an external audio source to the Call Recorder, like a radio system or a microphone signal.

### 13.1.1 Connecting

The adapter is plugged into any line input of the recorder, using a RJ45 cable.

The line must be set up for Voice activated recording. No other settings are needed to start recording.

Using the notification message in combination with the handset adapter it needs an extra setting, found in the hidden System Parameters menu.

The notification beeps can not be used with the handset adapter. To change the setting:

- Press Settings then SYSTEM
- Press the >>> key until "System Parameters"
- Press softkey START
- Press softkey NEXT until "Use Handset Adapter"
- Press softkey YES
- Press NEXT to enter
- Press STOP then YES to save the setting.

When using the handset adapter with a specifically internally strapped Octo 19" port the handset adapter is powered from the Octo. Contact Vidicode for the port strapping. Alternatively a 10 to 12V DC power supply can be connected to the power port of the handset adapter. A

green LED on the handset adapters RJ45 port will light up when it receives power. The other, yellow, LED will light up when a notification message is sent.

On the handset side are two modular connectors, the RJ-11 (6 pins) plug of the supplied cable is plugged in the RJ-11 connector of the handset adapter, the other end of the cable is plugged in to the handset connector of the telephone, and the RJ-10 (4 pins) connector of the curled handset cable is plugged into the RJ-10 connector of the adapter.

## **13.2 High Impedance Tapping Adapter**

This adapter allows high impedance connections to analogue lines as used for tapping purposes.

The High Impedance Tapping Adapter (HITA) will make it virtually impossible to detect the recorder on the lines that are being recorded. This makes this unit suitable for official tapping purposes.

The unit can be used in combination with a Quarto or Octo Call Recorder without the need for an external power supply. If used with other recorders the HITA can be powered externally with an optional power supply. The adapter also signals the line voltage for off-hook detection, and forwards it to the Octo/Quarto to start recording.

### **13.2.1 Connecting**

When using the tap adapter with a specifically internally strapped Octo 19" port the tap adapter is powered from the Octo. Contact Vidicode for the port strapping. Alternatively a 10 to 12V DC power supply can be connected to the power port of the tap adapter. A green LED on the tap adapters RJ45 port will light up when it receives power. The other, yellow, LED will light up when the adapter detects an off-hook situation. Power is internally galvanic isolated from the tap adapter circuitry.

## 14 Technical specifications

### Power supply

Internal open frame power supply 65watt type PW-65A001 with input 100-240VAC 2A max and output of 5V @ 4A + 12V @ 3,75A.

### Working environment

Temperature 0 to 40 degree centigrade

Relative Humidity 10% - 90% Condensation must be avoided.

### Connections

*Ethernet.* 10/100-BASE-T with RJ-45 UTP connector.

*Telephone line.* Octo | Quarto : 16x/8x RJ-45 connectors for compatibility with patchcables.

Right connector = POTS Line, left connector = Telephone.

*General purpose audio inputs.* Octo | Quarto : Eight/four channels using four 3.5mm mini stereo jack input's, each input has a DC bias to feed FET microphones.

Octo | Quarto : Four/ Two mini-jacks can be connected.



### Quarto:

1. Odd Audio channels, from right to left 1 and 3
2. Even Audio channels, from right to left 2 and 4
3. Ground

### Octo:

1. Odd Audio channels, from right to left 1, 3, 5 and 7
2. Even Audio channels, from right to left 2, 4, 6 and 8
3. Ground

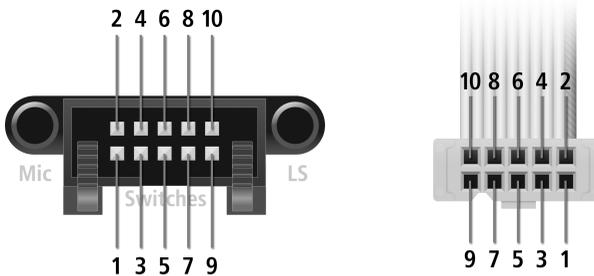
Input range 20mV to 2V.

Input resistance 1,5K

As an option each channel's input gain level can be automatically regulated by an AGC circuit.

*Loudspeaker* mono output. 0.1 Watt/16 Ohm using a 3.5mm output jack (an internal speaker is also available)

*Start switches Octo / Quarto* eight/four switches (or logical levels) can be connected to a 0.1" pitch 10 pins ribbon cable connector. These can be used to optionally start/stop recordings.



1. Switch channel 1
2. Switch channel 2
3. Switch channel 3
4. Switch channel 4
5. Ground or common connection for switches
6. Led driver/Digital output
7. Switch channel 5 (NA for Quarto)
8. Switch channel 6 (NA for Quarto)
9. Switch channel 7 (NA for Quarto)
10. Switch channel 8 (NA for Quarto)

Pin 6 can be used to control a "Recording active" led or for controlling a special electronic circuit to control multiple leds, contact Vidicode for details.

### Speech compression

Algorithm data-rate in bytes/sec

G.711 A-law 8000

G.711  $\mu$ -law 8000

Digital8.5 1062.5

G.729 1000

G.723 High rate 800

G.723 Low rate 662.5

### Encryption (with CryptoCard option)

Triple DES

### Dimensions (L/W/H)

45x30x9cm

### Weight

5,5 Kg

### Technical Standards

EU telecommunications CTR21

*EU Emission* EN55022 :2011

*EU Immunity* EN55024 :2010

### Special functions of line inputs (each line)

Reception and decoding of DTMF and FSK for Caller ID and dialing information, including all detectors needed for all versions of caller id.

AGC circuit for leveling of recording levels of remote and local speaker

Audio level detector to be used for speech triggered recording (trigger level is software controllable) .

Parallel voltage controlled Off-Hook detector (or serial line current detector when using "loop through" wiring) with two voltage settings (10Volt/20 Volt, software controlled) for starting/stopping recordings.

Ring detector to discriminate between outgoing and incoming calls.

Audio injection for a spoken messages and/or warning beeps into the recorded line.

Line interface can go into "sniff mode" or go online

Over-voltage protection using tranzorbs protects each input channel against lightening etc.

Mass storage and backup storage.

Internal Drive (Hard Disk or SSD).

Internal CD-writer.

A thermal overheating protection circuit protects the Drive and CD-writer against overheating.

#### Other Features

Battery backed real time clock

Graphical LCD with back-lighting

Keyboard with 20 keys

Extensive PC software is available to create a database of recordings using the 10/100 Mb Ethernet interface.

# 15 Acknowledgements

## 15.1 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 Call Recorder devices.

In the United States, the Federal government requires that at least 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 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.

## 15.2 Warranty

Your Call Recorder has a 12-month factory warranty. The warranty is effective for normal use only. We would like to emphasize that the warranty is not valid under exceptional environmental conditions, such as extreme temperatures or humidity levels, nor in the unlikely event of a lightning strike. The warranty is not valid if the machine has not been handled or installed properly, for example when it has been dropped, or bumped into. In order to qualify for warranty, 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 warranty 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. Warranty 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.

### **15.3 Liability**

Correct functioning of the Call Recorder cannot be warranty d 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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