ProVoice
Call Recording

ProVoice DX30

The ProVoice DX30 Digital Voice Recorder makes all the benefits of professional, centralised call recording available and affordable to ALL organisations.

With the ProVoice DX30 Call Recording has never been simpler. Can you really afford not to?

The ProVoice DX30 offers blanket recording for any business with a Primary Rate (ISDN30) connection at an affordable price offering complete protection for all your telephone based activity. The DX30 offers the greatest protection to your business as all calls are encrypted and tamperproof and, therefore, admissible in a court of law. No more "Who said what to whom" disputes as the DX30 captures every single telephone call whether outbound or inbound.

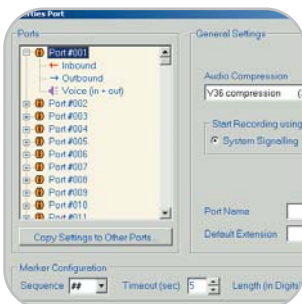**With all your calls recorded you can enhance your business in ALL the following areas:**

☐ Resolution of disputes

☐ Train & coach your staff

☐ Monitoring customer service

☐ Enforce telephone standards

☐ Compliance with Regulatory Bodies

☐ Verification of verbal orders/instructions

☐ Clarification of quantities/specifications

☐ Reduction in non-work related phone activity

All calls are instantly streamed, via proven USB-technology, to the ProVoice recording server. From here the calls are immediately available for review via the network with the advanced IP playback tools. The unit has an entry level of 8 ISDN channels and is software upgradeable to a fully populated ISDN pipe (30 channels) to ensure your investment is protected.

The Provoice DX30 allows you to:

☐ Refer back to telephone conversations as quickly as you already do with emails

☐ Present a professional telephone image as you do with marketing literature

☐ Email important conference calls to all parties rather than take and distribute minutes

☐ Send exact recordings to colleagues when working on the same case/project to avoid confusion

Search for calls by

Due to full decoding of all the D-channel ISDN information all calls can be found using any combination of the extensive call criteria including :-

- ☐ Date
- ☐ Time
- ☐ Duration
- ☐ Call Direction
- ☐ Channel Number
- ☐ Dialled Number
- ☐ CLI/DDI
- ☐ Notes

These searchable fields can be used to find the exact call(s) you need to locate from the database using the simple Call Player Windows based retrieval tool. This tool can also be used to search for recordings automatically backed up to CD or DVD. Should you wish to forward the conversation to a third party simply click to email to anywhere you choose.

Technical Features

- ☐ USB Connectivity
- ☐ Windows 2000, XP
- ☐ Dimensions – 31 x 222 x 182mm
- ☐ Interface – T1, E1, DASS
- ☐ Audio Bandwidth 300 - 340Hz
- ☐ Coding 64, 36Kbits/sec

Product Features

- ☐ The ProVoice DX30 connects to a single ISDN30 pipe and will monitor 8, 16 or 30 channels dependent on model. Every call, inbound or outbound, made via these telephone lines will be recorded and streamed to the nominated recording server via proven USB technology

- ☐ Locating the exact call could not be simpler using the TCP/IP based CallPlayer Windows retrieval software and combination of searchable fields

- ☐ Can also search for recordings automatically backed up to CD or DVD – DLA burning s/w required

- ☐ Forward conversation to a third party by clicking to email to any chosen destination

Key Features

- ☐ Available in 8, 16 or 30 channels

- ☐ Field upgradeable

- ☐ PRI Lines (T1, E1, DASS)

- ☐ Simple USB Connectivity

- ☐ Neat and compact

- ☐ Encrypted/Tamperproof recordings

- ☐ Export to MP3

- ☐ Centralised storage

- ☐ Unlimited storage (hard disk dependent)

- ☐ Fully automatic backup

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