

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

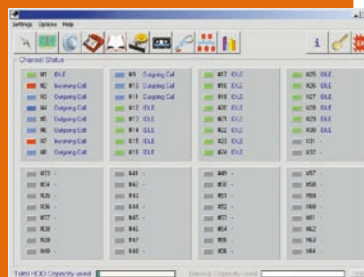
- Train & coach your staff
- Monitoring customer service
- Enforce telephone standards
- Compliance with Regulatory Bodies
- Verification of verbal orders/instructions
- Clarification of quantities/specifications
- Reduction in non-work related phone activity

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.

Main Screen

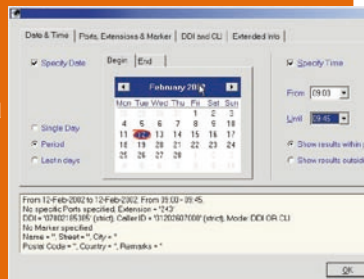
Due to full decoding of all the D-channel ISDN information all calls can be found using any combination of the extensive call criteria including :-

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



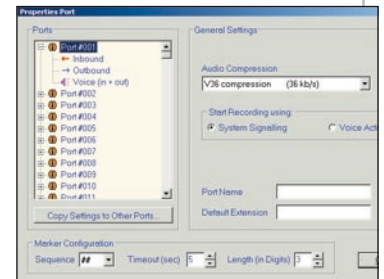
Search Options

Customised LAN integrated applications with Mixed analogue/digital ISDN configurations. CLI/DDI enriched Call Detail Records, Secure, encrypted recording storage and VoIP streaming for remote users and Call statistics /advanced system management reporting.



User Management

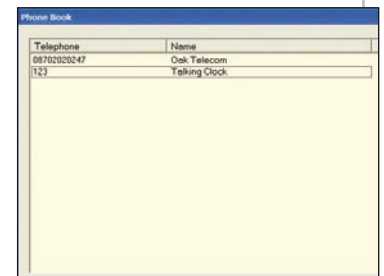
Standard Windows XP system and network utilities with Voice over IP (VoIP) real-time listening and monitoring Caller's Phone Number (CLI) is automatically processed and linked with database information.



Phonebook

Phone Book support in which:

- You can import your own address database records
- CLI and dialled numbers are automatically cross-linked
- Extra notes can be added
- You can sort and search on:
 - Date and Time (period)
 - Duration (length)
 - Port (extension or CO lines)
 - Outbound or Inbound calls
 - Telephone number and Markers





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Management Features

The unit has an entry level of 16 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

User Features

- The ProVoice DX30 connects to a single ISDN30 pipe and will monitor 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

System Features

- Available in 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

