



Specification

Choose the DCRS model that best fits your application.

- DCRS 9900 NE+ high channel capacity rack mount enclosure with multiple line support
- DCRS 8000 high capacity system in a small footprint enclosure for digital and analog lines

Audio Interface for Single and Network System :

- Supports 8 ~ 256 Analog Channels or Digital Channels (DCRS 9900)
- Supports 8 ~ 24 Analog Channels or Digital Channels (DCRS 8000*)
- Support Analog / Digital / ISDN T1 / E1 PRI / IP / Recording Interfaces
- LAN / WAN / Internet networking

System Software :

- Microsoft OS

Voice Processing :

- OKI ADPCM (24kbps, 32kbps)
- DVI ADPCM (24kbps, 32kbps)
- G.726 (16kbps, 40kbps)
- PCM (A Law, u Law, 8K 8bit)
- WAV (8K 8bit, 8K 16 bit), MS-GSM (13.3K)
- G.723.1 (5.3kbps, 6.3kbps), G.729A

Recording Trigger:

- On/Off Hook
- VOX
- D-Channel
- Full Time
- Schedule
- CTI
- On Demand
- API Parameter
- Selective Recording
- Incoming
- ABCD bit (E1/T1)

Permanent Archiving Storage:

- Various Devices: DVD-R/W, DVD+R/W, DVD-RAM, DAT72, USB Hard Drive, NAS

Audio Output:

- Output from server
- Output from client in the LAN/WAN/Internet
- Output through touch-tone telephone

- Export recording files to: 3.5" Floppy Disk, DAT, DVD, CD/RW, CF Card, SD Card, MMC Card, Network Disk Drive and Email

Replay Feature:

- Fast Forward and Rewind
- Loop Play
- Selective Replay Speed
- Replay While Recording

Monitoring:

- Transparent Live Conversation Monitoring
- Live Conversation Monitoring Through LAN
- Restricted Monitoring Access

System Clock Synchronization:

- Time Synchronization (GPS/NTP)

System Redundancy and Security:

- Standard in RAID-1 HDD, RAID5 disk array when required (DCRS 9900 only)
- System error detecting
- Automatic alarms (by system screen, email, telephone)
- Phone Connectivity Diagnostic Support
- Automatic Detection and Alarm for Malfunction of Voice Recording Cards
- System Hot Standby (DCRS 9900 only)
- System Operation Monitor

Equipment Specification:

- Frequency: 300-3400Hz
- Signal / Noise Ratio: >42dB
- Auto Gain Controller: -18dB to +38dB
- Selectable recording format for each individual channel
- Independent gain control for each channel: -35dB to +20dB

Power Supply:

- Single Power 115/230V / 300W, 50/60Hz
- Dual Power 100-120V/200-240V / 300W, 50/60Hz (DCRS-9900 only)

Physical Dimension:

- 482 x 177 x 505mm (DCRS-9900)
- 482 x 177 x 660mm (DCRS-9900)
- 255 x 170 x 410mm (DCRS-8000)

Environmental Conditions:

- Temperature: 0-40 C
- Humidity: 8-80%

* Notes:

- Specifications are subject to change without prior notification
- Listed functions and features may not be standard, some restrictions may apply



Professional Digital Communication Recording System

DCRS 9900

"Best fit to compliance market"

- ▶ Transaction Verification
- ▶ Service Quality Assurance
- ▶ Productivity Improvement
- ▶ Protection Against Potential Loss
- ▶ Regulatory Compliance

Digital Communication Recording System

DCRS 9900 NE+

Multisuns DCRS is a digital call recording system that provides unattended, high-quality digital recording of voice and call data. Thousands hours of telephone and radio conversation can be retrieved and played back instantly from the local or remote PC system. An advanced redundancy platform with automatic system alarms is built-in to ensure system reliability and media security.

The DCRS's modular structure can provide four to several thousand channels depending on the user's needs. Its innovative and flexible features are designed to improve the operation of today's mission critical enterprises, such as stock and commodity trading, mail order, public safety, military and other governmental operations.

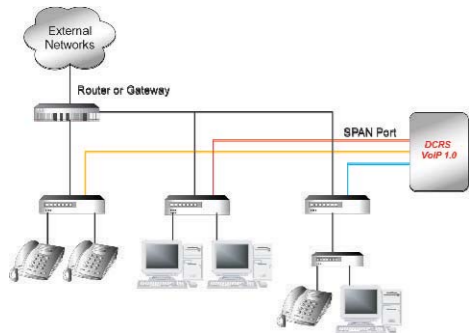
Open Application Programming Interface (OAPI)

Super-charge the DCRS with customized software. Take control of start/stop recording, message tagging, database searching and replay functions in a way that is best for your business. Your agents can take full advantages for all the wealth of information from their workstation. With Multisuns OAPI your business is integrated with DCRS features.

VoIP

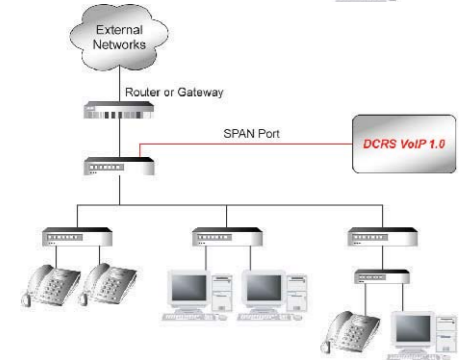
VoIP has been a hot topic for past few years. The topic is now a reality in many businesses as they look to cut costs and use the latest in telephony technology. Multisuns currently supports major VoIP vendors and protocols and will continue to support the growing VoIP community.

The creation of DCRS VoIP from Multisuns is one of the first effort in realizing VoIP call recording.



Scenario 1:

DCRS VoIP can be placed between the Router or Gateway and the Switch. All voice traffics leaving and entering the local network are recorded as well as all call control information.



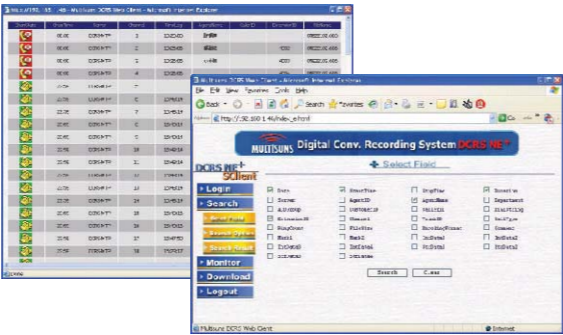
Scenario 2:

DCRS VoIP can be placed between switches. All voice traffics leaving and entering the local network are recorded including extension to extension calls with call control information.

Retrieving Your Call

The DCRS is the first and foremost professional digital voice logger. It is one of the building block in a voice logging network environment. The DCRS connects to the trunk or extension of your PBX and supports various today's audio interfaces such as digital, analog, E1/T1 lines to name a few. This connection allows the system to effectively capture all of the incoming and outgoing calls of your business and the signaling data associated with the call.

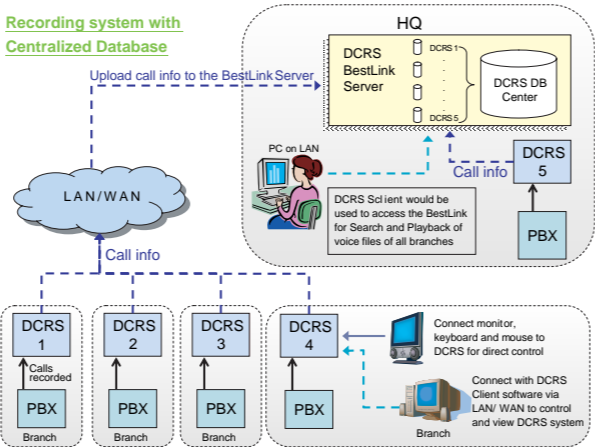
The DCRS also provides you the freedom to monitor and operate the system from your own PC. This can be accomplished by using the DCRS Client or the DCRS Web Client. Both options provide you direct access to the full functions of the DCRS from a remote location.



Multi-site Recording: The DCRS Building Blocks

If you are satisfied one location with one DCRS, but what if you have satellite offices throughout a state or country? This dilemma is not easy to solve, but Multisuns DCRS has been designed to bridge multiple systems together over short and long distances. This is accomplished by use of the organizations WAN or VPN connection.

When networking DCRS's together it is also a good idea to build a central database which can house the large amount of data gathered from each system. Multisuns has such a system called the BestLink Server. In large recording environments and in situations where a centralized database is required the BestLink will work in conjunction with the DCRSs.



Multiple Recording Solutions

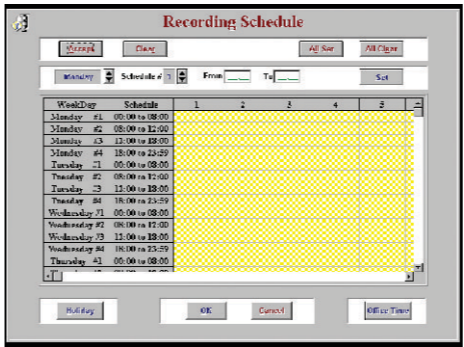


Total Recording

This is the most reliable and secure method to ensure that absolutely nothing is missed.

Schedule Recording

Instead of recording every call as in the Total Recording Method, the DCRS-9900 can be programmed to record only the time frame you want. Calls to be recorded can be selected by extension number, time, date, or other specified parameters.



Message Tagging

The DCRS-9900 empowers your agent to replay a recording even when the call is in progress. The agent can add information about the call, such as customer ID or transaction ID for enhanced search and playback.

Online Monitoring

Online monitoring enables supervisor to monitor and evaluate live customer interactions, and is possible from any workstation or remote phone.

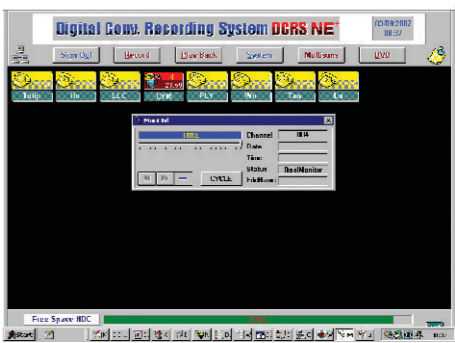
Voice Archive Distribution Over e-mail

Most recording systems offer limited options in transporting voice recordings from one location to another. Voice logs can be sent via e-mail to computers with Internet access.

Centralized Networking Capability

The DCRS-9900 can be connected to an organization's LAN/WAN network, which allows even more ways to access and share voice recordings. Branch offices anywhere in the world can have the same flexibility in managing and transferring voice recordings that they have with data. Build a centralized archiving solution with a DCRS-BestLink Server.

Quick Search, Retrieval, and Replay



Modern communication recording applications require an extremely efficient search process. With the DCRS-9900, past recordings can be retrieved and played back over the LAN/WAN or a touch-tone telephone. Search parameters such as date, time, extension number, customer ID, and so forth can be selected. Authorized users can retrieve and playback voice recordings immediately at their workstations or remote phones, thus avoid traveling to system room and endless search hours.

Versatile Storage Media Support

The DCRS-9900 supports a wide range of storage devices, including DAT, MO, and DVD-RAM. Advanced and high capacity devices are added along with industry growth.

System Reliability

The DCRS-9900 offers a new approach to data storage reliability with the option of RAID-1, RAID-5, plus DAT, MO, and DVD-RAM mirroring. An optional hot standby unit can be added for providing complete security of the recording system. System alarms status can be sent by phone and email to ensure a peace of mind.

