EyeSDN USB-A2

Call recording device for two analogue lines/phone lines

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1. Technical Device Description

Interfaces	two analogue lines or phone lines
Connectors	2x RJ11, Western Modular
Weight	ca. 50g
Dimensions	76x55x19mm
Power	< 90 mA
Tests	Power, Caller-ID, offhook, Ring Pulse, Recording
Signals	DTMF, V.23 Modems
USB	1.1 and 2.0 (full speed)
USB Socket	USB Type B
LED	4x red/green
Disk space per call (non-compressed WAV files)	8 KB/s per call and channel
WAV-Formats	A-Law Mono, MP3, GSM
Sample Frequency	8000 Hz
Operating Systems	Windows 2000, Windows XP, Windows Server 2003, Windows Vista
Processor Clock per device	min 500 MHz
Disk Space Software	max 145 MB (depends on installation)
Connection to Telephone System	two analogue lines or phone lines
Device package includes	EyeSDN USB-A2 device, call recording software, manual, USB and analogue cable

2. LED Indicators

The table explains the meaning of the different LED states for line A. The LED states for line B have the same meaning as for line A.

LEDs	States
Line A Power / Ring Pulse	No Line, Power, Ring Pulse, Line is powered
Line A Caller-ID, Recording	Caller-ID, Telephone is offhook, Recording of calls

3. Usage Scenarios

Call Recording
Recording your phone calls offers the possibility to evaluate your conversations retrospectively. Also you can extract import information after the call. This frees you from having to take notes during the call and you can absolutely concentrate on your phone partner without any distractions.

Furthermore the EyeSDN USB-A2 device can also be connected to other analogue lines such as a taxi or household radio. With this sort of connection recording takes place by voice activation.

Collection of Call Related Data
The EyeSDN USB-A2 device collects call detailed record (CDR) data for calculation of charge information or measurement of service quality parameters (e.g. number of calls, time from ring to answer or engaged parties). The collected data can be exported to a comma separated list for further processing (e.g. in Excel).

Integration with OEM Software
The open and documented socket interface makes it easy for third parties to use the call recording service in their applications.

4. Recording and Management of Calls

The EyeSDN USB-A2 device records calls and stores these on the hard disk of the connected computer. This process begins automatically as soon as the computer has been started.

Using the software "Call Browser" you can easily manage the recorded and stored data. The Call Browser Software displays recorded calls in a list.

You can sort the list by a specific column in ascending or descending order. The stored calls to be displayed can be selected using a filter expression (post filter). Certain calls can also be deleted or archived.

The analogue device decodes the DTMF and V.23 Modem signalling (ETS-300-659-1). So that the device detects the Caller-ID (Caller Identification and further dial information e.g. called party number) and displays them in Call Browser if present.
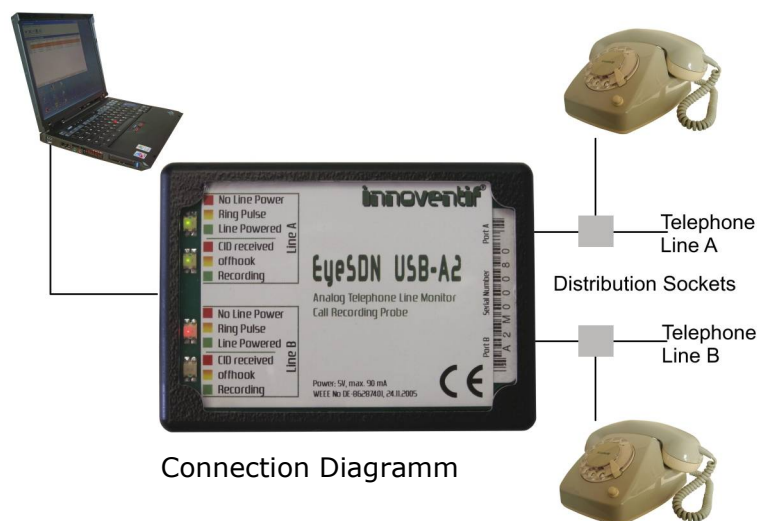
The recorded calls can be played back with a WAV Player.

Either the device records and stores all calls or you determine in advance which calls should or should not be stored (selective recording). You define the rules. Rule conditions can be based on either telephone numbers or time of calls.

The calls can be recorded in encrypted format. Only people who know the keyword for decryption have an access to the WAV files.

It is possible to listen to active calls discreetly.

If the computer connected to the EyeSDN USB-A2 is part of a network you can run the Call Browser on a remote computer via an exported share.

Connection Diagramm