Choose the DCRS model that best fits your application.

- **DCRS 9900**: New 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 Bridge 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 Bolt)
- WAV (8K Bolt, 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/RW, DVD-R/RW, DVD-RAM, DAT72, USB Hard Drive, NAS

### Audio Input:
- Output from server
- Output from client in the LAN/WAN/Internet
- Output through touch-tone telephone

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

### 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%

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### 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

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**G1_dcrs_e**

- Specifications are subject to change without prior notification
- Listed functions and features may not be standard, some restrictions may apply.
Multisuns DCRS is a digital call recording system that provides unattended, high-quality digital recording of voice and call data. Thousands of 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) 

The creation of the growing VoIP community. Major VoIP vendors and protocols and will continue to support 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 efforts in realizing VoIP call recording.

MultiVoice 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 Server will work in conjunction with the DCRSs.

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.

Keyword Search

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.

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.

VoiceMail Storage and eMail 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 recording. 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.