

## Call Recording Jargon Buster

This '**jargon buster**' is written for people with a specific interest in recording telephone calls, probably on a DIY basis. Therefore we have avoided highly technical phrasing as much as possible and aimed it normal people who don't 'live, sleep and breathe' telecommunications.

For those who require a fuller explanation you should go to 'Harry Newton's Telecom Dictionary'- this is terrific; Harry has over 21,000 entries in his dictionary with wonderful explanations and everyone in the industry uses it - it is the bible of the telecom world!

### Analogue Signal / Telephone Line:

An Analogue voice signal is one that is still in its original electronic format and has not been digitised.

**Usage:** The standard BT telephone line used by almost every home in the UK today uses this analogue signal.

**Telephone recording note:** The analogue signal is simple for Call Recorders to use because the voice is in its original format; this is why 'the universal coupling' method will work with every telephone handset regardless of system or manufacturer.

### CDR = 'Call Data Record':

The more advanced telephone switches (PBX's) can log every detail of every telephone call which passes through them. For example, the time, date and duration of the call, the telephone number of the 'counter party' and the extension number of the 'resident party'.

**Usage:** When used with Call Recorders this 'data wrapper' provides a very easy method of identifying each call and knowing exactly where to find it.

**Telephone recording note:** Beware; this is complex telephony and not for the DIY'er, if you find you need this information you should probably be working with a professional systems implementer.

### CLI = 'Calling Line Information':

Is data generated by your telephone which specifically identifies your telephone number when making a telephone call.

**Usage:** Every telephone call made automatically generates CLI; this information is sent to the destination (called party) so they know (who) from which telephone number you are calling. It's true; this is how the CIA and GCHQ traces your call. For more information; See CDR.

### CTI = 'Computer Telephony Integration':

The merging of 2 technologies, telephony and computers. In a few years time when VoIP (Voice over Internet Protocol) takes over everything, this phrase will have passed into history but for the moment it still has relevance. Beware this is complex high-tech stuff.

**Usage:** Traditional telephone systems and computers don't talk the same language so they need an interpreter, hence the CTI - Server. The CTI-Server is a computer that sits between the PBX and other Call Centre data systems. The CTI server commands, controls and instructs these disparate systems as if it were one harmonious body. Here is an example of how it might work.

'A customer makes a telephone call to a Call Centre; when the call arrives at the Call Centre the PBX reads the CLI (the customer's telephone number), which it then sends to the CTI-Server for identification. The CTI-Server identifies the telephone number which it then matches to a name and address in its database and looks for any previous contact history. The CTI-Server then instructs the PBX to switch the call to a specific agent (perhaps the one spoken to last time) whilst at the same time instructing the Call Centres computer systems to deliver to the agent's computer screen the customer's name, address and account details - all of which happens in the blink-of-an-eye.'

**Telephone recording note:** Beware; if you need to know this information for a recording requirement then you should definitely be talking to a professional and very experienced systems implementer.

## D-Channel - A Component of ISDN

### DAT = 'Digital Audio Tape' also known as DDS:

This was a brilliant invention of the early 90's but is now somewhat dated. The tape provides archival storage for computers and call recorders, with the current version (DDS-4) having a capacity of between 4 and 8 Gigabytes depending upon compression ratio used.

**Usage:** Some Call Recorders and computers still use DAT's as an archival storage medium in special circumstances but most have moved over to other storage devices, especially DVD's. See DVD.

### DDI = Direct Dialling Inwards:

This is a service provided on PBX switches which allows inbound calls to bypass the switchboard and go directly to a specific person's extension. A DDI number can also be used to represent a group of extensions that are required for a particular purpose, i.e. a support helpdesk or a sales hotline.

### DVD = 'Digital Video Disk':

In its write-able form the DVD is a storage medium with a capacity of between 4.7 and 9 Gigabytes depending upon the compression ratio used.

**Usage:** Some Call Recorders use write-able DVD's as an archival storage medium, which allows the recorder to download the recorded calls from memory. This provides storage for those special telephone calls which need to be kept for longer periods of time and is achieved at a reasonable cost. Information retrieval from DVD is fast and unlike tape, DVD's almost last forever.

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### IRI = Intelligent Recording Interface:

This is a device that plugs into your telephone handset and balances the incoming and out going voice signals to provide the best recording possible. The IRI is used with the 957Adv and the 703N. For a full list of features, [click here](#).

### ISDN = Integrated Services Digital Network:

This is an alternative to the standard analogue BT telephone line. ISDN enables transmission of voice and data over the same line at high speed and multiple trunks can be transmitted through a single wire or fibre connection. For standard Call Recording there are 2 types of ISDN to consider; ISDN-2 and ISDN-30.

#### ISDN-2:

Provides the customer with 2 usable telephone trunk lines (also called B channels) and one invisible data information channel called a D channel. The D channel carries the CLI (calling line information) which is important when using a specific ISDN-2 Telephone Recorder.

#### ISDN-30 - also called E1 line:

Provides the customer with up to 30 usable telephone trunk lines (also called B channels) and 2 invisible data information channels called a D channels which carry the CLI (calling line information).

**Telephone recording note:** Beware recording calls from an E1 line is a specialist application and should only be undertaken by an experienced systems implementer.

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### LAN / WAN = Local/Wide Area Network:

Local Area Network is a term used to describe the interconnection of multiple computers and associated peripherals which are located in the same building, hence 'Local'.

**Usage:** The network allows the communication of information from one computer to another such as internal email and the shared use of common facilities such as printers.

#### Wide Area Network:

A term used to describe the interconnection of one LAN in one building to another LAN in another building, or accessing remote information such as the Web by using the public telephone network. Distance is no object, wherever there is a telephone service will do. The largest WAN in existence is the Internet.

### PBX = Private Branch eXchange - also known as 'telephone switch':

An office based telephone system that allows the connection of multiple telephone trunk lines to a central switching device which routes the calls to multiple telephone handsets (extensions) located throughout the office, hence the name 'switch'.

**Usage:** Most companies with more than one telephone line will use a PBX switch.

**Telephone recording note:** Recording telephone calls from a PBX switch can be achieved at 3 points. On a DIY basis the easiest point is from the telephone handset. The other 2 points are from the Trunk-side or Extension-side distribution frames and this will normally require professional telecommunications knowledge.

### **Proprietary Digital Signalling:**

A 'proprietary' digitally encoded signal which is unique to each specific telephone manufacturer and can not be used or understood by rival telephone manufacturer's equipment.

**Usage:** All telephone manufacturers produce equipment which uses proprietary 'internal' digital signalling. When the signal leaves the telephone and enters the 'telephone network' it is converted to a nationally recognised standard that is 'common' to all telephone systems.

**Telephone recording note:** The DIY approach to recording these phones is to use 'the Universal Connection' method at the handset. It is possible to record the proprietary (internal) digital signalling but this is difficult, will require professional assistance and expect it to be expensive.

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