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Total Recall VR - Product Descriptions

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1. Single Paragraph Description

Total Recall VR is the professional, reliable and cost-effective solution for all government, enterprise and military voice logging requirements. Available in 5 unique hardware platforms, Total Recall VR can record from 4 to hundreds of simultaneous analogue, radio, VoIP or ISDN lines. The intuitive user interface makes searching, replaying and archiving calls easy, while our custom-built, Linux-based systems ensure that your critical communications always securely recorded.

2. Extended Description (Full Range Mentioned)

In an increasingly security conscious, litigious and results-driven world, call recording and monitoring is vital to meeting your safety, duty of care and management needs. Total Recall VR is the fully featured, dedicated and professional voice logging system to match your requirements. Compact, reliable, and completely self-contained, Total Recall VR is perfect for recording, archiving, searching and replaying your critical phone and radio communications. ***Fast & Convenient Access with Simple GUI and Navigation***

Live monitor, search and replay calls from the built in control panel or external LCD (on selected models), featuring simple navigation keys and a big, bright 130 x 97mm TFT LCD display. Your solution can be managed from the control panel via three menus (Logging, Search and Options) and four simple navigation keys. Call replay control keys (play/pause, fast forward, rewind, and stop) are also included. Alternatively, all unit functions and configuration can be managed via your network and **Remote Manager** - PC software included at no additional cost with your Total Recall VR system. ***Reliable and Fault Tolerant, Multiple Long-Term Archive Options***

Total Recall VR is custom engineered for voice logging, offering superior reliability compared to PC based systems. We combine numerous on-board storage and power supply options, together with the security, speed and reliability of an enterprise-grade UNIX operating system. Store up to 130,000 hours of calls on board (with HQVQ/SPEEX compression), and archive calls automatically or on-demand to inexpensive CD or DVD media, network-attached storage, USB device, or optionally to high-capacity Blu-Ray media.

Convenient and Powerful Windows PC Client Software Included

All unit configuration, live monitoring, search and replay functions may be performed from the convenience of your Windows PC, via a TCP/IP network or a 56k dialup connection. Copy calls from your Total Recall system or archive discs to your computer, or email calls in MP3, WAV, or secure TRC formats.

Remote Manager may also be used to add notes to calls in real time, which can later be used as a search parameter in conjunction with time, date, channel, extension, call direction, number calling or calling number (where transmitted).

Record Everything – Combine Analogue, VoIP and ISDN; Telephones, Radios, Intercoms and More...

Record from 4 to hundreds of simultaneous communications from multiple signal types: telephones, 2-way radio, intercoms, meeting room microphones and more. Continuously live monitor by extension, call replay via control panel & unit speaker, headphones, or line-out jack; or replay via the inbuilt media player in Remote Manager on your PC. Configurable Record-on-Demand functionality gives users the option to record or discard current calls, or even to partially record calls if required. Record all calls, or between user-defined times.

Five Hardware Platforms: A Solution for Every Requirement

Total Recall VR is available in four different hardware platforms, to provide a closely-matched solution for diverse clients and applications.

Total Recall VR Classic Desktop: Compact and cost-effective, while retaining a built-in Colour LCD control panel and the advanced features of its larger cousins, Total Recall VR Classic Desktop is available with 4 to 24 analogue recording inputs, or with up to 8 VoIP combined with up to 8 analogue channels in digital mode.

Total Recall VR Classic Rack: Robust and adaptable, Total Recall VR Classic Rack offers a built-in Colour LCD control panel and the capability to record up to 72 simultaneous analogue channels, or up to 8 VoIP channels combined with up to 8 analogue channels in digital mode. This metal rack-mounted product is perfect for tough environmental conditions, such as railway, airport and vehicle-mounted voice logging applications.

Total Recall VR MAX Rack: The ultimate all-in-one solution for mission critical applications, Total Recall VR MAX Rack can support up to 60 VoIP or ISDN channels, in combination with 60 Analogue inputs per system. Mirrored RAID hard drive storage and dual hot-swap PSUs are standard, as is a full colour LCD control panel.

Total Recall VR LinX Essence: Feature packed VoIP recording at market leading cost efficiency per channel. Record up to 60 VoIP channels. Super-compact voice logging appliance, available in GUI (with 10.1" screen and keypad) or Server (remote access only) versions.

Total Recall VR LinX Evolution: Compact and stylish desktop system, suitable for installation in a front office or communications room. Supports a massive 120 VoIP channels, or 60 ISDN channels. Perfect for medium-to-large users.

3. Classic Desktop Description

Total Recall VR *Classic Desktop* is a professional, standalone and compact audio logging and call recording system. Linux based and built specifically for the purpose of voice logging and call recording, it is a highly reliable and tolerant to faults. Total Recall VR *Classic Desktop* is a low cost professional audio logging and call recording solution with no compromise on features.

Total Recall VR *Classic Desktop* supports up to 24 analogue channels, or up to 8 analogue and/or 8 VoIP channels in Hybrid mode.

Key features:

- Compact desktop enclosure for space constrained installations.
- Intel and Linux based platform for optimal voice logging reliability and performance.
- Built in control panel featuring a colour LCD display and easy access keys.
- Ideal for both analogue source (telephone, microphone, audio output ...) and VoIP call recording.
- Tamper proof audio media and file format.
- Multi-level user access control.

- User-configurable call recording with functions like start/stop recording and record-on-demand.
- Non-intrusive, live and real-time monitoring of recordings in progress.
- Playback of completed recordings while recording in progress.
- Start, stop, pause, fast-forward and fast-reverse player controls.
- Comprehensive search options including time, date, call numbers, extension, agent name, key words in notes and much more.
- On-board audio storage and archive for up to 60,000 hours of audio.
- On-demand and automatic archiving at predefined intervals to CD, DVD, USB or Blu-Ray (optional) media.
- Network archiving to archive unlimited number of recordings to a network drive.
- SNMP alarm integration.
- Station Messaging Detail Record (SMDR) integration for many popular PaBX systems.
- Unconstrained license for the Total Recall VR Remote Manager PC client application which provides for system configuration, recording control, live monitoring, searching, playing, annotating, archiving and much more.
- Unlimited license for other PC client applications including Total Recall VR Record-on-Demand and Total Recall VR Supervisor Client.

Options:

- Blu-Ray archive device to archive up to 6000 hours of audio on a single BD-RE disk.
- Solid State Hard Drive (SSD) storage to improve performance and reliability.
- Mobile hard drive and 12VDC power supply to use it in mobile environment: emergency vehicles, aircraft, mobile control centres and others.
- Every Total Recall VR product comes with a set of PC based applications that extend the benefits of audio logging and call recording to everyone in your enterprise. All software is included with unlimited licenses.

4. Classic Rack Description

Total Recall VR *Classic Rack* is a robust, professional, standalone and compact audio logging and call recording system. Offering class-leading channel density, and specifically designed for the most intensive 24/7 voice logging requirements, Total Recall VR *Classic Rack* is the reliable and professional audio logging solution, providing cost efficiency without compromising on features.

Total Recall VR *Classic Rack* supports up to 72 analogue channels, or up to 8 analogue and/or 8 VoIP channels in any combination.

Key features:

- Robust 5U rack mount enclosure.
- Intel and Linux based platform for optimal reliability and performance.
- Built in control panel featuring a colour LCD display and easy access keys.
- Ideal for both analogue source (telephone, microphone, audio output ...) and VoIP call recording.
- Tamper proof audio media and file format.
- Multi-level user access control.

- User-configurable voice logging and call recording with functions like start/stop recording and record-on-demand.
- Non-intrusive, live and real-time monitoring of recordings in progress.
- Playback of completed recordings while recording in progress.
- Start, stop, pause, fast-forward and fast-reverse player controls.
- Comprehensive search options including time, date, call numbers, extension, agent name, key words in notes and much more.
- On-board audio storage and archive for up to 60,000 hours of audio.
- On-demand and automatic archiving at predefined intervals to CD, DVD, USB or Blu-Ray (optional) media.
- Network archiving to archive unlimited number of recordings to a network drive.
- SNMP alarm integration.
- Station Messaging Detail Record (SMDR) integration for many popular PaBX systems.
- Unconstrained license for the Total Recall VR Remote Manager PC client application which provides for system configuration, recording control, live monitoring, searching, playing, annotating, archiving and much more.
- Unlimited license for PC client applications including Total Recall VR Record-on-Demand and Total Recall VR Supervisor Client.

Options:

- Blu-Ray archive device to archive up to 6000 hours of audio on a single BD-RE disk.
- Solid State Hard Drive (SSD) storage to improve performance and reliability.
- Mobile hard drive and 12VDC, 24VDC or 48VDC power supply to use it in mobile environment: emergency vehicles, aircraft, mobile control centres and others.
- Dual redundant and hot-swappable power supply for 24/7 up-time.
- Every Total Recall VR product comes with a set of PC based applications that extend the benefits of voice logging and call recording to everyone in your enterprise. All software is included with unlimited licenses.

5. MAX Rack Description

Total Recall VR *Max Rack* is the professional, robust, all-in-one call recording system for mission-critical voice logging requirements. Built specifically for the purpose of hybrid audio logging and call recording, with class-leading channel density and running on a Linux platform that utilises hot-swap RAID storage technology, it is highly reliable and tolerant to system and storage faults. Total Recall VR *MAX Rack* uses a redundant hot-swappable power supply for 24/7 uninterrupted operation. It is a professional hybrid call recording solution with no compromise on ease-of-use, features and an affordable price.

Total Recall VR *MAX Rack* supports up to 60 analogue channels, or up to 60 VoIP and/or ISDN channels in combination with up to 60 analogue channels.

Key features:

- Compact rack enclosure for space constrained installations.
- Intel and Linux based platform for optimal reliability and performance.
- Built in control panel featuring a colour LCD display and easy access keys.

- Ideal for hybrid analogue source (telephone, microphone, audio output ...), VoIP and ISDN PRI call recording.
- Fault resilient audio storage.
- Fault resilient power supply.
- Tamper proof audio media and file format.
- Multi-level user access control.
- User-configurable voice logging and call recording with functions like start/stop recording and record-on-demand.
- Non-intrusive, live and real-time monitoring of recordings in progress.
- Playback of completed recordings while recording in progress.
- Start, stop, pause, fast-forward and fast-reverse player controls.
- Comprehensive search options including time, date, call numbers, extension, agent name, key words in notes and much more.
- On-board audio storage and archive for up to 60,000 hours of audio.
- On-demand and automatic archiving at predefined intervals to CD, DVD, USB or Blu-Ray (optional) media.
- SNMP alarm integration.
- Station Messaging Detail Record (SMDR) integration for many popular PaBX systems.
- Unlimited installations for the Total Recall VR Remote Manager PC client application which provides for system configuration, recording control, live monitoring, searching, playing, annotating, archiving and much more.
- Unlimited installations for PC client applications including Total Recall VR Record-on-Demand and Total Recall VR Supervisor Client.

Options:

- Blu-Ray archive device to archive up to 6000 hours of audio on a single BD-RE disk.
- Solid state hard drive (SSD) to improve performance and reliability.
- Mobile hard drive and 48V power supply to use it in mobile environment: emergency vehicles, aircraft, mobile control centres and other.

6. LinX Essence Description

Total Recall VR LinX Essence is a compact stand-alone professional solution for medium capacity VoIP call recording applications. It offers a plethora of professional call recording functions and features in an incredibly compact and cost effective modular voice logging appliance.

This model is available in *GUI* version (with a built-in GUI interface, 10.1" LCD and custom keypad), or in a *Server* version that is completely controlled from your PC via our Remote Manager software.

This model supports up to 60 VoIP channels.

Key features:

- Compact desktop enclosure for space constrained installations.
- 10.1" colour LCD screen (*on GUI version*).
- Custom 24 key control keypad (*on GUI version*).

- Intel and Linux based platform for optimal reliability and performance.
- Ideal for VoIP call recording.
- Tamper proof audio media and file format.
- Multi-level user access control.
- User-configurable voice logging and call recording with functions like start/stop recording and record-on-demand.
- Non-intrusive, live and real-time monitoring of recordings in progress.
- Playback of completed recordings while recording in progress.
- Start, stop, pause, fast-forward and fast-reverse player controls.
- Comprehensive search options including time, date, call numbers, extension, agent name, key words in notes and much more.
- On-board audio storage and archive for up to 170,000 hours of audio.
- On-demand and automatic archiving at predefined intervals to CD, DVD or Blu-Ray media.
- Network archiving to archive unlimited number of recordings to a network drive.
- USB key and disk drive archiving. SNMP alarm integration.
- Station Messaging Detail Record (SMDR) integration for many popular PaBX systems.
- Unconstrained license for the Total Recall VR Remote Manager PC client application which provides for system configuration, recording control, live monitoring, searching, playing, annotating, archiving and much more.
- Unconstrained license to other PC client applications including Total Recall VR Record-on-Demand and Total Recall VR Supervisor Client.

Options:

- Blu-Ray archive device to archive up to 6000 hours of audio on a single BD-RE disk.
- Solid State Hard Drive (SSD) to improve performance and reliability.

7. LinX Evolution Description

Total Recall VR LinX Evolution is a professional standalone and compact voice logging system with very high VoIP and digital (ISDN) channel density in compact desktop enclosure.

This model is available in *GUI* version (with a built-in GUI interface, 10.1" LCD and custom keypad), or in a Server version that is completely controlled from your PC via our Remote Manager software.

This model supports up to 120 VoIP channels, or up to 60 ISDN channels. In Hybrid Mode, you can record up to 60 VoIP combined with 60 ISDN channels.

Key features:

- Desktop enclosure for space constrained installations.
- 10.1" colour LCD screen (*on GUI version*).
- Custom 24 key control keypad (*on GUI version*).
- Intel and Linux based platform for optimal reliability and performance.
- Ideal for hybrid VoIP call and ISDN PRI call recording
- Fault resilient audio storage.

- Tamper proof audio media and file format.
- Multi-level user access control.
- User-configurable voice logging and call recording with functions like start/stop recording and record-on-demand.
- Non-intrusive, live and real-time monitoring of recordings in progress.
- Playback of completed recordings while recording in progress.
- Start, stop, pause, fast-forward and fast-reverse player controls.
- Comprehensive search options including time, date, call numbers, extension, agent name, key words in notes and much more.
- On-board audio storage and archive for at least 170,000 hours of audio.
- On-demand and automatic archiving at predefined intervals to DVD or Blu-Ray media.
- Network archiving to archive unlimited number of recordings to a network drive.
- USB key and disk drive archiving.
- SNMP alarm integration.
- Station Messaging Detail Record (SMDR) integration for many popular PaBX systems.
- Unconstrained license for the Total Recall VR Remote Manager PC client application which provides for system configuration, recording control, live monitoring, searching, playing, annotating, archiving and much more.
- Unconstrained license to other PC client applications including Total Recall VR Record-on-Demand and Total Recall VR Supervisor Client.

Options:

- Solid State Hard Drive (SSD) to improve performance and reliability.

8. Remote Manager Description

Remote Manager is a powerful Java™ based PC software application, included with unlimited licenses as part of your Total Recall VR system.

Compatible with Windows™ 2000/XP/Vista/7, *Remote Manager* allows you to securely configure and manage your Total Recall VR system, as well as to monitor and search calls, via your PC and existing TCP/IP network.

Remote Manager offers:

- Secure Java™ platform.
- Single click real-time call monitoring.
- Advanced call searching capabilities.
- Easy-to-use playback controls.
- Full unit configuration options.
- Configurable per-user access to all software functionality.
- Configurable extension access per user.
- Flexible call detail views.
- Multi-level password security.
- Save and replay calls in secure TRC file format.
- Save and export to MP3 and WAV formats for easy file distribution.

- Email calls in TRC, MP3 and WAV formats.
- Call reporting.
- Event log for system auditing.

9. Record on Demand Description

Do you want additional control over which calls are recorded or discarded? Total Recall VR gives you two easy options for recording on demand.

The first is a small taskbar application that users may install on their Windows™ PC. Users simply click a button to choose whether their current call will be recorded or not. The application also allows you to add notes to a current call, which may later be searched via Remote Manager.

Recording on demand may also be controlled via a user-configurable DTMF phone key (where available). Users simply press an activation code on their phone handset to record or discard the current call.

Total Recall also provides the option to record partial calls – activate recording on demand part-way through a conversation (for example, when agreeing to a verbal contract at the end of a conversation) or switch recording on and off multiple times in the one conversation; our solutions are easily tailored to your specific requirements.