



Total Recall Max – Analog Call Recording Solutions

Introduction

In an increasingly security conscious, results driven and litigious world, communications recording is vital to meeting your duty of care, management and legal requirements. You want a professional, easy to use and fully featured recording system, while minimising your ICT expenditure.

Total Recall Max is the total solution to your problem.

Delivering up to 32 channels of analog recording in one self-contained unit, Total Recall Max is the perfect solution for a huge range of telephone, 2-Way Radio and other audio recording requirements.

Supplied as a 19" rack mount model with built-in screen and control panel, Total Recall Max is powerful, flexible, easy to use, and highly affordable – providing secure, accessible storage for your business-critical communications.



Combining intuitive navigation, a powerful search engine, state-of-the-art custom-built hardware and multi-level security, Total Recall Max is the obvious choice for any organisation that understands the value of information.



www.totalrecallvr.com

AVAYA
DeveloperConnection
Program

Total Recall Max – System Specifications¹

Analog (Up to 32 channels recording, regardless of VoIP/ISDN channels installed):

Interface – PSTN Line Interface (2-Wire Line Level Analog)

Connector – 6P4C or 6P6C RJ12 Sockets

Hardware – Proprietary Total Recall Analog DSP Card

Hardware Configuration

Processor – Intel Core 2 Duo, 2.40 GHz

Display & Controls – 130mm x 97mm TFT LCD. Custom Keypad Built-In

Onboard Storage – Mirrored, Hot Swap Seagate 250GB SATA HDD. Up to 500,000 Calls

Archive Drive – Sony DVD/CD Drive

Power – Medically Rated Dual Hot Swap PSU, 320 + 320 Watts

Network/VoIP Interface – 2 x 8P8C RJ45 Network Ports

CTI Interface (Optional) – RS232 Socket

Software / Operating System

Onboard O/S – Linux Fedora Core 5



Onboard Software – Proprietary Total Recall Server Software

PC Client Software – Remote Manager (Windows 95/98/NT/2K/Me/XP). Supplied license free

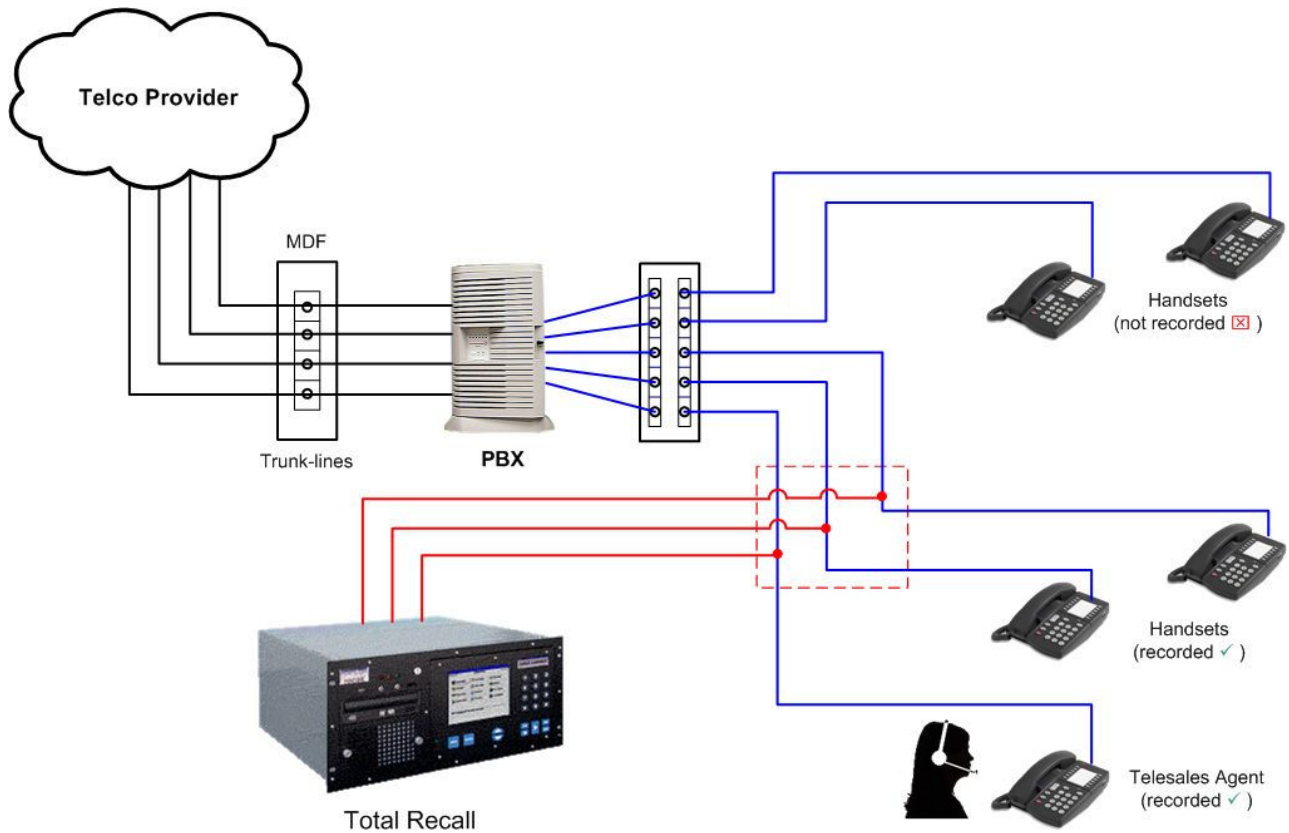
Physical Features

Dimensions – 45cm x 42cm x 22cm

Weight – 20 Kg Net

¹ Total Recall Max also supports SIP VoIP, PRI ISDN and Hybrid Call Recording Environments

Total Recall Max – Connectivity Diagrams & Potential Client Solutions

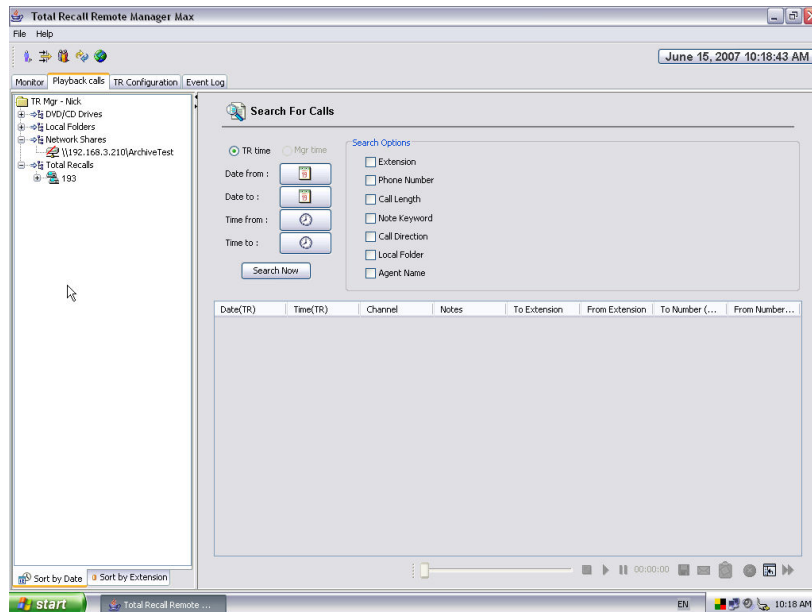


In this example, analog extension lines have been connected to Total Recall Max. This would allow the client to record both external and internal (paging) calls. Alternatively, Total Recall Max could be connected on the trunk side of the PBX, which would record incoming and outgoing calls, but not internal calls.

Total Recall Max analog solutions are not limited to telephone recording – 2-Way radio recording is also a popular application, as well as intercoms, microphones, or any other 2-wire line level analog source. Many clients like to take advantage of Total Recall Max hybrid recording capabilities, to capture VoIP and ISDN telephone calls as well as analog 2-Way radio transmissions *within the same server*.

Total Recall Max – Remote Manager and Record on Demand Software

Remote Manager and Record on Demand client PC software is included license free with your Total Recall Max server. Remote Manager provides secure and customisable privileges to monitor, search and manage calls stored on one or multiple Total Recall Max servers – from the convenience of your networked PC. Whether your units are across the room or on the other side of the world, Remote Manager makes searching, replaying and managing your calls even easier.

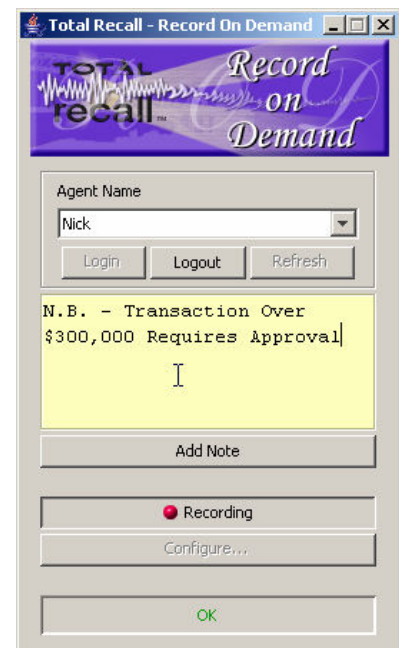


Remote Manager is much more than a basic recorder access program however. Technical staff are provided with a wide range of setup options, to ensure optimal integration between Total Recall Max and the given telephony and workplace environment. 'Internal Extensions' can be configured to easily search and replay internal calls, and complicated raw SIP VoIP addresses may be converted to easily searchable extension numbers or names.

Remote Manager also makes setting up our optional SMDR integration easy – the data we require to set up the integration can be sent directly to our software team with the click of a button! If SMDR integration is of interest to you then please [contact us](#) for more information.

For an extra level of security and convenience we also provide Record on Demand software license free with every Total Recall Max. This allows users to select which calls on their extension are to be recorded or not recorded – Record on Demand can even be set up to record only a selected part of a call if so required.

To ensure compatibility with a wide range of environments, we offer Record on Demand controls through two mechanisms. Users may opt for the license free PC software described above, or alternatively use a configurable DTMF² code entered into their telephone in order to record or not record calls.



² DTMF tone transmission is not supported by all telephony environments

Total Recall Product Chart

Product →	Total Recall Analog Desktop	Total Recall Analog Rack-Mount	Total Recall Max	TR Desktop Server
Feature ↓				
Built in TFT Screen	✓	✓	✓	✗
Built in Keyboard	✓	✓	✓	✗
SIP VoIP Support	✗	✗	✓	✓
Analog Support	✓	✓	✓	✗
PRI ISDN Support	✗	✗	✓	✓
Maximum Channel Capacity	16 Channels	32 Channels	60ch ISDN/VoIP + 32ch Analog	30 PRI ISDN or 30 SIP VoIP
Processor & Memory	400MhZ, 512 MB	400MhZ, 512 MB	Core 2 Duo 2.4GhZ, 1GB	Core 2 Duo 1.8GhZ, 1 GB
Remote Manager Provided License Free	✓	✓	✓	✓
ROD Support	✓	✓	✓	✓
Hot Swap Power Supply	✗	Optional	✓	✗
Mirrored Hard Drives	✗	✗	✓	✓
Network Archiving	✗	✗	✓	✓
Network Time Synchronisation	✗	✗	✓	✓
DVD/CD Archiving	✓	✓	✓	✓
USB Backup	✗	✗	Pending	Pending



Total Recall Analog Desktop



Total Recall Analog Rack Mount



Total Recall Max (VoIP, ISDN, Analog)



Total Recall Desktop Server (VoIP/ISDN)