



## Total Recall Max – PRI ISDN 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 60 simultaneous channels of PRI ISDN recording in one self-contained unit, Total Recall Max is the perfect solution for a huge range of telephone 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](http://www.totalrecallvr.com)

**AVAYA**  
Developer Connection  
Program

## Total Recall Max – System Specifications<sup>1</sup>

**ISDN** (Up to 120 E1 / 96 T1 lines connected, and 60 Simultaneous Channels Recording combined with VoIP):

*Interfaces* - E1, T1 (Hi-Z)

*Line code* - HDB3, AMI, B8ZS

*Frame* - D4 (SF), ESF, CRC4. non-CRC4

*Connector* - RJ45

*Signaling* - National ISDN Type 1, National ISDN Type 2, Nortel DMS 100, AT&T 4ESS, Lucent 5ESS, EuroISDN

*Codecs*: G.711a, G.711u

### 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

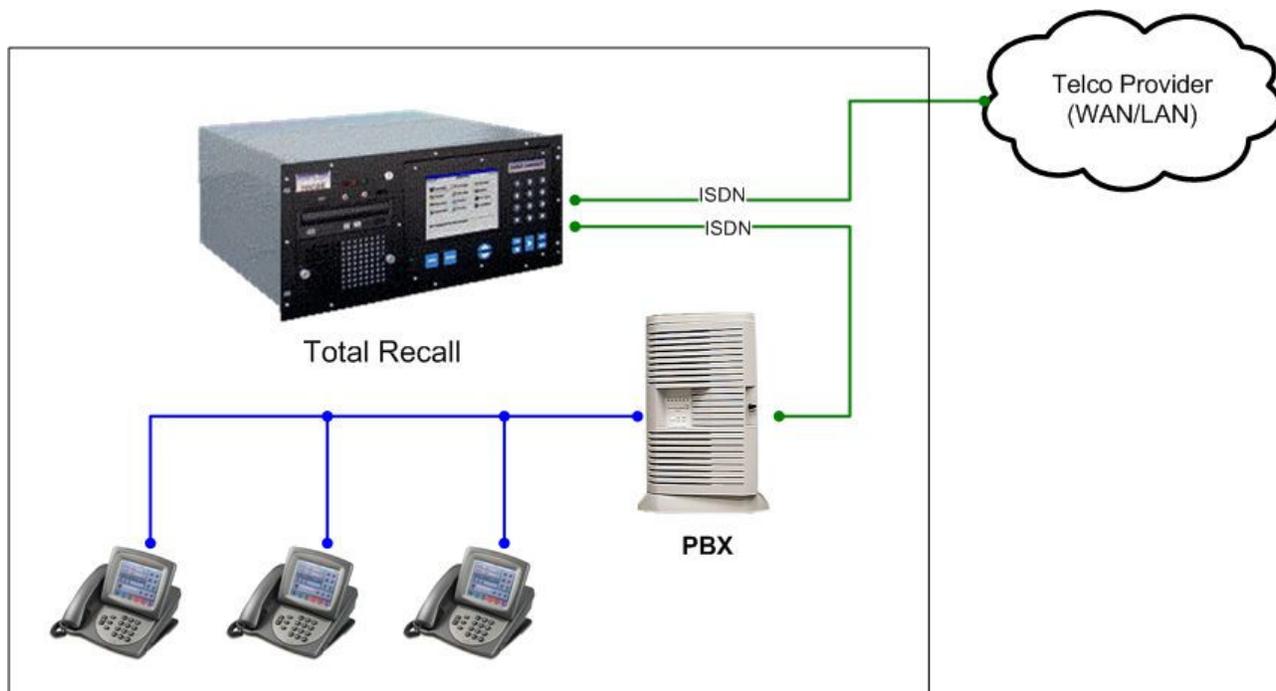
*Dimensions* – 45cm x 42cm x 22cm

*Weight* – 20 Kg Net

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<sup>1</sup> Total Recall Max also supports SIP VoIP, Analog and hybrid recording environments

## ISDN Connectivity Diagram 1

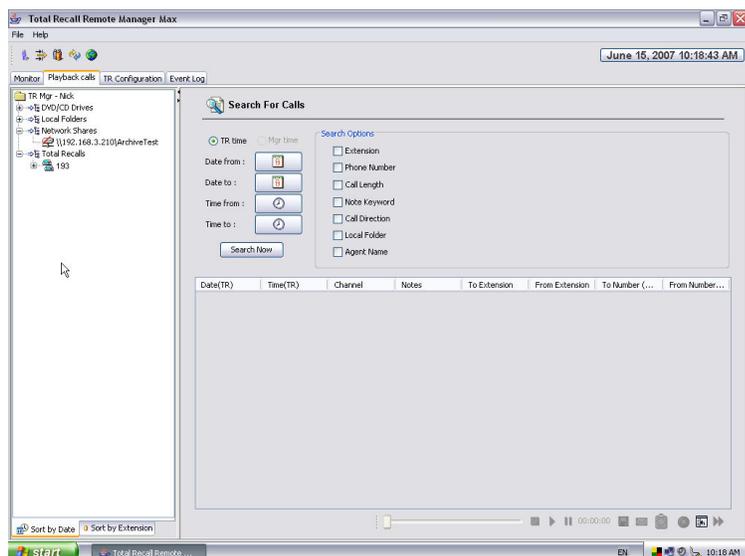


Total Recall Max records trunk side ISDN signaling, and is connected in parallel with the PBX via a passive tap. Extension information can be recorded via a CDR feed link, which is configured in the included Remote Manager PC software. Full SMDR integration is offered as an option with Total Recall Max ISDN solutions – please [contact us](#) for more information.

Total Recall Max supports recording in hybrid telephony environments. Users may combine up to 60 simultaneous channels of VoIP and ISDN, as well as an additional 32 channels of analog recording per server. Like all Total Recall solutions, flexibility isn't a cost option.

## 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 DTMF<sup>2</sup> code entered into their telephone in order to record or not record calls.



<sup>2</sup> 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)