

Development  
Consulting  
Sales  
Support

Total Recall has over a decade's worth of experience in designing, manufacturing, installing and supporting voice logging systems. Sold and serviced in more than 65 countries via a worldwide reseller network, Total Recall has provided professional, cost effective call recording solutions for governments and enterprises large and small.

Our voice loggers are not limited to VoIP networks. We can record PRI ISDN, Analog and Radio communications as well as VoIP, leveraging our custom built hardware to combine all your recording needs into one system.



#### System Specifications

**Interfaces:** SIP (RFC3261, RFC2976, RFC2833), H.323 (ITU-T H.323, ITU-T H.225, ITU-T H.245), SDP (RFC3264), RTP (RFC3550).

**DTMF:** SIP Info (RFC2976), RTP Telephony Event (RFC2833).

**Media:** RTP Protocol as per RFC3550. Dual Jitter Buffer.

**Codecs:** G.711a, G.711u. Codec change mid-session supported.

**Operational Requirements:** Silence Suppression must be disabled. Media Encryption must be disabled. Signalling Encryption must be disabled.

**Onboard Operating System:** Linux (CentOS 5.2).

**PC Client Software:** Remote Manager Max (Windows 2000/XP/Vista/7 compatible). Supplied free-of-charge and license-free.

#### Hardware Specifications

##### Display and Controls:

*TR Max Rack, TR Classic Rack, TR Classic Desktop*

130mm x 97mm TFT LCD, with customised keypad. Tilting control panel on rack-mountable systems allows for installation at any height in a communications rack.

*TR Max Desktop*

All configuration, monitoring, search and management functions are carried out on your TCP/IP networked PC, via Remote Manager client software.

**Onboard Storage:** 250GB SATA hard drive on *TR Classic Desktop* and *Rack*. Mirrored HDD storage on *TR Max Rack* and *Max Desktop*. Store your most recent 60,000 hours or 350,000 calls onboard.

**Archive Options:** Sony CD/DVD drive, or optional Blu-Ray archive drive. TCP/IP Network Archiving to Windows or Unix systems via NFS v2/3 or CIFS/SMB

##### Power:

*TR Max Rack:* 320+320W Hot-Swap Power Supplies

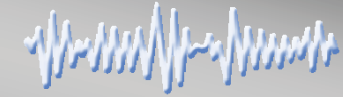
*TR Max Desktop:* Single 300W Power Supply

*TR Classic Rack & Desktop:* Single 180W Power Supply

**Network/VoIP Interface:** 8P8C RJ45 Network Port

**SMDR Interface (Optional):** TCP/IP

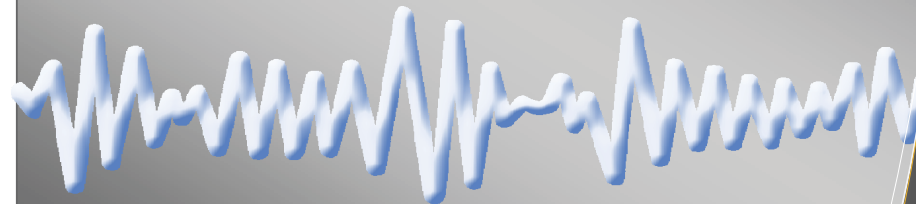
## Total Recall



Voice Loggers



# Recording VoIP



Rev 9.0.0, 11/10

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### THE TOTAL RECALL DIFFERENCE:

- PURPOSE BUILT FOR MAXIMUM UPTIME
- INTUATIVE LAYOUT FOR MINIMAL TRAINING REQUIREMENTS AND TIME-EFFICIENT CALL SEARCH AND MONITORING
- SUPPORTS SIP, H.323, SDP AND RTP VOIP INTERFACES
- HYBRID RECORDING INTERFACES FOR MAXIMUM COST EFFICIENCY
- FULLY SCALEABLE – MANAGE ONE OR MULTIPLE UNITS WITH INCLUDED REMOTE MANAGER SOFTWARE
- MULTIPLE BACKUP AND HARDWARE REDUNDANCY FEATURES BUILT-IN
- REMOTE WINDOWS PC ACCESS
- SOFTWARE INCLUDED LICENSE FREE AT NO EXTRA CHARGE
- SPECIFICALLY DESIGNED LINUX-BASED SYSTEM SOFTWARE FOR COMPLETE RELIABILITY, SPEED AND SECURITY

## The total solution to your voice logging needs

### DEVELOPING INNOVATIVE VOICE LOGGING SOLUTIONS FOR GOVERNMENTS AND ENTERPRISES WORLDWIDE

In an increasingly security conscious, litigious and results driven world, telephone recording is vital to meeting your duty of care, management and legal requirements. Enterprises and governments worldwide are seeking professional, fully featured VoIP recording solutions that are both efficient to use and cost effective.

Total Recall has the total solution to your problem. Our Linux based VoIP recording servers offer the highest degree of reliability, flexibility and performance – providing all of the recording, archiving, search, monitoring and management tools that you need in an easy to use, turnkey package.

Total Recall has a VoIP recording solution for even the biggest and most complicated networks. For example, our Traffic Collector accessory can forward a maximum of 180 simultaneous SIP or H.323 calls to as many as 4 Total Recall systems, providing a simplified and cost effective solution for large, complicated or multi-site VoIP recording applications.

Take advantage of the built-in control panel on Total Recall Max – Rack, or alternatively you can manage, search, monitor and archive your calls via Remote Manager PC software – included at no extra charge with all Total Recall systems.



## flexible VoIP recording solutions

### Total Recall MAX - Rack & Desktop

When the reliability of your call recording system is critical, Total Recall MAX provides the highest degree of hardware redundancy and data backup possibilities. With a built-in screen and keypad, Total Recall MAX Rack is fully self-contained, while the MAX Desktop is easily managed from your PC. Both system support up to 60 simultaneous VoIP recordings per unit.

- Mirrored Hard Drive data storage (swappable via the tilting front control panel on MAX Rack)
- Dual Hot-Swap Power Supplies Included (MAX Rack)
- Backup calls to a network drive or dedicated NAS server (sold separately), or CD/DVD, or to an optional Blu-Ray drive.
- Supports up to 60 simultaneous VoIP calls, and can support hybrid VoIP/ISDN (Rack & Desktop) and Analog/Radio (Rack Only) recording within one enclosure.



### PROFESSIONAL, RELIABLE & EASY TO USE VOIP RECORDING SYSTEMS

### Total Recall Classic - Rack & Desktop

Offering the lowest cost per VoIP recording channel, the Total Recall Classic series is the compact and cost effective solution for VoIP call recording applications.



Record up to 8 simultaneous channels in VoIP mode, combined with up to 8 analog channels if required. Both systems feature a built-in colour LCD control panel for completely self-contained operation, and can also be monitored, searched and managed from your PC with the included Remote Manager software.

- Supports up to 8 simultaneous VoIP calls, and can support an additional 8 analog/radio channels within one enclosure.
- 60,000 hours of onboard storage.
- Backup calls to practical and inexpensive DVD/CD media, or optionally to Blu-Ray and/or TCP/IP network storage.
- Optional dual hot-swap PSUs (Rack only) for additional hardware redundancy.
- Ultra-quiet, cool running enclosures well suited to either front office or server room environments.



### CUSTOMISED SOLUTIONS

Our call recording hardware and software is largely designed in-house, and we have a wealth of experience in custom-designing VoIP recording solutions for specific applications.

If you have a unique VoIP recording application be sure to contact us for an innovative and customized system!



### SUPPORT AT EVERY STEP

From choosing the right system to installation support, maintenance, training and upgrading, our global team of experts is available around the clock to assist you with every aspect of your VoIP recording system.



### FIND OUT MORE

Visit us at [www.totalrecallvr.com](http://www.totalrecallvr.com) to find out more about our call recording products and services. We have a vast range of information available to help you make informed decisions about your VoIP recording solution.