



Classic Rack™



- ✓ Record 4-72 Simultaneous Analog Channels
- ✓ Record 1-8 Simultaneous VoIP Channels
- ✓ Built-In LCD Control Panel
- ✓ Optional SNMP & SMDR Integration
- ✓ 60,000 Hours Onboard Storage
- ✓ DVD/CD, optional Blu-Ray or Network archiving
- ✓ PC Remote Access Software Included

Professional and Automated Voice Logging for Phone and Radio

When call recording is critical to your operations, you need a professional, dedicated voice logging system. Total Recall Rack is the compact, reliable and entirely self-contained solution for recording, archiving, and replaying your important phone and radio communications.

Fast & Convenient Access

Live monitor, search and replay calls from the built in control panel, featuring simple navigation keys and a big, bright 130 x 97mm TFT LCD display. 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 Rack.

Simple GUI and Navigation

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, stop) are also included.

Reliable and Fault Tolerant

Total Recall Rack is custom engineered for voice logging, offering superior reliability compared to PC based systems. Hot-swap power supplies may be optioned to provide an additional hardware safeguard against unexpected power events, while optional SNMP integration offers you advance warning of any system issues. Total Recall is developed upon an enterprise Linux platform, ensuring optimal system speed and reliability.

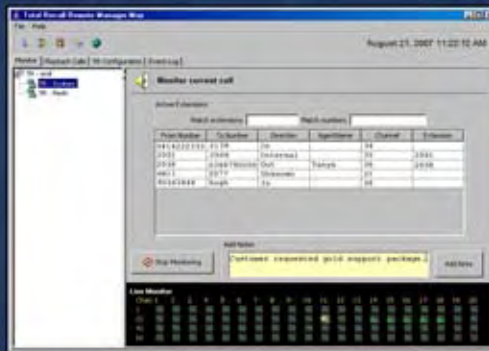
Long-Term Storage and Archive

Store up to 60,000 hours or 350,000 calls onboard. Automatically archive calls at pre-set intervals to inexpensive CD/DVD media. Optional Blu-Ray archiving provides ultra-high capacity storage, while optional TCP/IP network archiving provides fast and practically unlimited long-term storage.

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).



Remote Manager PC Client Interface

Multiple Security Options

Multiple password protected access profiles and comprehensive menu access, configurable on a per-user basis, ensures that data security is maintained while extending the benefits of recording to more people within your operation.

Centralised System Management

Use and manage multiple Total Recall Rack units in a 'server bank' with one PC using Remote Manager, to achieve virtually unlimited channel capacity for the whole system.

User Definable Call Recording System

Start and stop recording (depending on your telephony interface) by voltage detect, VOX detect, VoIP session and/or Record-on-Demand (software or DTMF code control). Beep tone is selectable per analog channel, and access to live monitoring is configurable per user-defined extension.

Record-on-Demand 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.

Multiple Playback Options

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.

Record Everything

Record up to 72 analog-only channels, or mix-and-match up to 8 analog channels with 8 VoIP channels. Analog channels can be from any line-level audio source - telephones, 2-way radio, intercoms etc. Inputs are standard modular audio jacks that are compatible with a wide range of easily available accessories. SIP and H.323 VoIP interfaces are also supported.

Analog channels are field upgradable in 4, 8 or 12 channel multiples, up to the maximum of 72 channels. Additional VoIP channels are activated by a simple license key, up to the maximum 8 channels.

Do You Have Total Recall?

Proven in thousands of installations worldwide, Total Recall is the professional and cost effective choice in voice logging systems and services.

For more information, or to find your nearest authorised Total Recall dealer, visit www.totalrecallvr.com



CE FCC

FCC ID: 6MY AUS-34627-RC-N
US: EE2 RC 15B DSP USB

Industry Canada
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3545 10457A

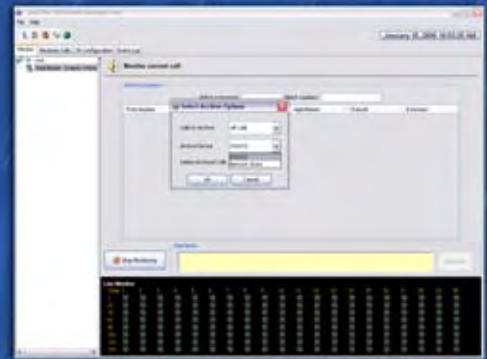
IEC60950

IDA Singapore: DA 102 655

UK Rail Type Approval:

EN-50121-4:2000

Specifications



Onboard Controls

Built in 130 x 97 mm colour TFT LCD, customised keypad, playback controls (play, stop, pause, fast-forward, rewind, skip forward), headphone jack with volume control, line-out jack.

Channel Capacity

Analog: 72 simultaneous channels, in 4, 8 or 12 channel modules.

VoIP: 8 simultaneous channels in 1 channel modules.

Hybrid Mode: 8 analog channels plus 8 channels of VoIP.

Recording Inputs

Analog 2-wire POTS, FSKR, DTMF, PSTN line interface RJ11C/RJ12/RJ14. SIP (RFC3261, RFC2976, RFC2833), H.323 (ITU-T H.323, ITU-T H.225, ITU-T H.245), SDP (RFC3264), RTP (RFC3550).

Recording Triggers

On Demand (via software or DTMF code trigger), off-hook voltage detect, VOX (selectable -20 dBm to -40 dBm). VoIP session (SIP, H.323).

Onboard Storage

Internal SATA hard-drive, provides storage for the most recent 60,000 hours or 350,000 individual calls (whichever occurs first) at 16 kbps HQVQ compression.

Offline Storage

CD/DVD+RW archive device as standard, or optional Blu-Ray archive device and/or optional TCP/IP Network archiving. Store approximately 180 hours per CD-R, 1,000 hours per DVD+RW, or 6,000 hours per BD-RE. Network archive 250,000 calls per session, up to target system capacity.

Reliability Features

Built-in event log, VoIP message tracing and audit trail functions. Enterprise Linux system platform, purpose-built for 24/7 voice logging applications. Optional dual hot-swap PSU and SNMP alarm integration.

Security

Multiple user access levels, password controlled. Configurable channel access per user.

Operating System

Linux (CentOS 5.2).

Onboard Database

SQL, up to 60,000 hours or 350,000 calls. Configurable retention options. Optional PBX SMDR integration.

Remote Access & Management

Remote Manager PC software, compatible with Windows 2000/ME/XP/Vista/7. Included with unlimited licences at no additional cost with your Total Recall system.

Secure Java program provides PC based access to all system configuration and functionality, via your TCP/IP network or 56k dialup connection. Wizard-based installation & highly configurable per-user access security. Export, save and email calls in MP3, WAV or secure TRC formats via Remote Manager.

Call Playback Options

Continuously live-monitor by extension, call replay via built-in control panel & unit speaker, headphones, or line-out jack - or via your network and remote PC with Remote Manager software. Play, stop, pause, fast-forward, rewind and skip forward playback controls. Single-press 'Quick Recall' function for rapid search and replay of recent calls.

Playback Search Parameters

Extension name, channel number, time, date, dialled number or incoming number (DTMF/CLI, where available), call duration, call direction, Record-on-Demand user, user-added note.

Network

10/100/1000 Mbps Ethernet, TCP/IP.

Dimensions and Weight

220 (H) x 480 (W) x 230 (D) mm. Weight 10 Kg.

For more information, contact your local dealer:



Classic Rack System Options



Blu-Ray Archiving



Network Archiving



Call Detail Record Interface



SNMP Alarm Interface

Blu-Ray Archive Device

Users with a requirement for high-capacity and portable archive media can opt for the latest Blu-Ray technology in their Total Recall system. Archive up to 6000 hours of call recordings per BD-RE disc.

Blu-Ray archiving may be used in conjunction with our TCP/IP network archiving option if required (see below).

Network Archiving

Archive calls via your existing TCP/IP network to a dedicated NAS or other network storage location. Network archiving offers greater speed for users with high call volumes, as well as superior security and longevity compared to CD/DVD archiving. In terms of \$/GB of storage, network archiving is the most cost effective storage option for your Total Recall system.

Total Recall can archive via LAN/WAN/VPN to both Windows™ and Linux systems. 250,000 call records may be archived at any one time, however the total storage capacity is only limited by the capacity of your destination archiving system.

All software options can be easily enabled via a simple license key. Your Blu-Ray archive device may be optioned from the factory, or ordered as an upgrade after installation. Contact your dealer today or visit www.totalrecallvr.com for more information.

Station Messaging Detail Record (SMDR) Integration

Compatible PABX systems can now transmit extension-side information to a trunk-side Total Recall via a TCP/IP connection, recording more call information for improved call searching, security and accountability.

We can support SMDR integration for many popular PABX systems, including Avaya IP Office™, and if we don't have a filter for your particular PABX model you can send us the information we need to create one with a few simple clicks via Remote Manager, our easy-to-use PC software client.

Contact us via sales@totalrecallvr.com for more information on the systems compatible with Total Recall's SMDR interface.

SNMP Alarm Integration

Total Recall can generate messages about system activities, failures or potential problems, and direct them to a standard SNMP monitoring software package. SNMP alarms provide an easy and centralised mechanism for ensuring that your Total Recall system is operating successfully, and for quickly identifying and responding to any problems that may arise.



EN698 CE FC

FCC ID: 6MY AUS-34627-RC-N
US: EE2 RC 15B DSP USB

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IDA Singapore: DA 102 655

UK Rail Type Approval:

EN-50121-4:2000



TOTAL RECALL

Rack



When your business depends on
CALL RECORDING
 YOU NEED TOTAL RECALL



Benefits

- ☑ **Affordable** – best cost per channel ratio without compromise on features.
- ☑ **Reliable** – stable operating platform with built-in redundancy.
- ☑ **Secure** – tamper proof recording format and role based access control.
- ☑ **Accessible** – remote access and control software included.
- ☑ **Powerful** – comprehensive recording, search, monitoring and playback capability.

Key Features

- ☑ Analog call recording.
- ☑ VoIP call recording.
- ☑ Standalone or part of a network.
- ☑ Onboard storage for 60,000 hours / 350,000 calls.
- ☑ Secure and tamper proof recording format.
- ☑ Advanced audio compression.
- ☑ One-click real-time call monitoring.
- ☑ Comprehensive search capability.
- ☑ Easy to use DVD/CD archiving.
- ☑ Optional Blu-Ray and TCP/IP Network archiving.
- ☑ Stable UNIX platform.
- ☑ Remote access and management software.

Telephony

- Analog 2-wire POTS, FSKR, DTMF
- SIP (RFC3261, RFC2976, RFC2833), H.323 (ITU-T H.323, ITU-T H.225, ITU-T H.245), SDP (RFC3264), RTP (RFC 3550)

Voice Processing

- PCM (ITU-T G.711a and G.711mu law)
- SPEEX (3:1) & HQVQ (8:1) compression
- WAV (16 bit, 8KHz) & MP3 export

Channel Capacity

- 72 simultaneous Analog recording channels
- 8 simultaneous VoIP recording channels
- 8 simultaneous VoIP recording channels, combined with 8 Analog recording channels

Storage Capacity

- Internal SATA hard drive storage for up to 60,000 hours / 350,000 calls at 16 kbps HQVQ compression.

Recording Trigger

- On-demand (via software or DTMF sequence)
- Off-Hook (6 different levels)
- VOX (6 different levels)

Monitoring

- Real-time monitoring via on-board speaker
- Real-time monitoring via Remote Manager software

Replay

- Replay via on-board speaker
- Replay via Remote Manager software
- Start, stop, fast-forward, rewind and pause control

- Single press 'Quick Replay' function to review recent calls.

Archive Media

- CD-R (aprox 180 hours per CD), DVD+RW (aprox 1000 hours per DVD)
- Optional TCP/IP Network archiving support (250,000 records per archive, up to maximum hard disk capacity)
- Optional Blu-Ray archive device (aprox 6000 hours per BD-RE)

Client Software

- Total Recall Remote Manager for Windows 2000/XP/Vista32/Vista64/7

Networking

- One 100Mb Ethernet port
- Single RS232 port (for modem connection)
- Network time synchronization via NTP
- Optional alarming via SNMP
- Optional TCP/IP SMDR interface

System

- Dimensions: 220(H) x 480(W) x 230(D) mm (5 RU)
- Weight: 10Kg
- Single auto-sensing 180W PSU
- Optional Hot-Swap 350+350W PSU
- Max power draw 80W

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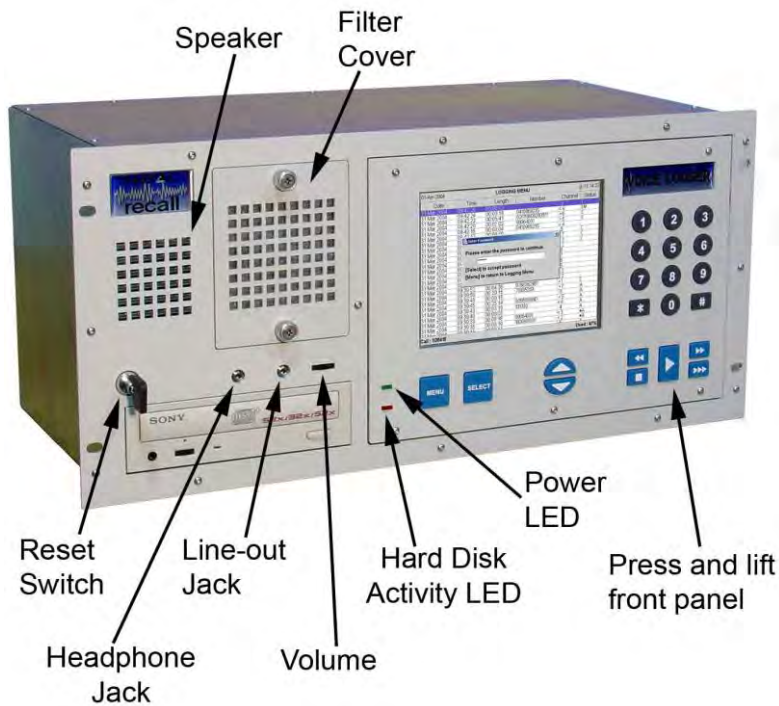


TOTAL RECALL CLASSIC RACK

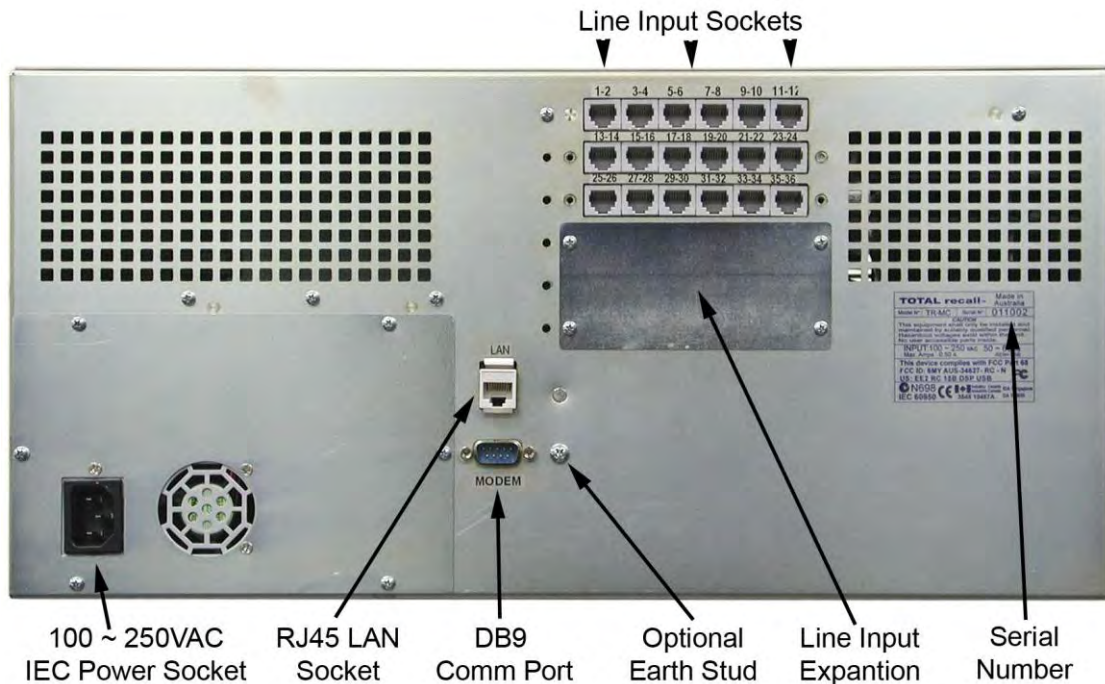
When your business depends on
CALL RECORDING
YOU NEED TOTAL RECALL



72 simultaneous analog-only channels, or 8 SIP/H.323 VoIP channels combined with 8 analog channels. Tilting colour LCD control panel.



Optional Dual Hot-Swap PSU



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