



# MAX Desktop™

- ✓ Record 60 Simultaneous VoIP/ISDN Channels
- ✓ Cost Effective Digital Call Recording
- ✓ Easy to Use Network Server Solution
- ✓ Compact Enclosure
- ✓ 60,000 Hours Onboard Storage
- ✓ DVD, Network or Optional Blu-Ray Archiving
- ✓ PC Remote Management Software Included



## Compact, Professional Voice Logging for VoIP & ISDN

Professional, reliable and cost effective voice logging is now available in a compact and convenient enclosure. Total Recall Max Desktop is the solution for your recording needs now and into the future, offering high capacity combined VoIP and digital voice logging.

## Easy PC Based Control

All unit functions and configuration are managed via your network and Remote Manager - PC software included with unlimited licences as part of your solution. Our Java based client software is easily installed via a wizard based application, and offers intuitive setup and navigation.

## Maximum Reliability

Your calls are stored on RAID mirrored SATA hard drives, to guard against losing your critical call records due to drive failure. Support for SNMP alarms is standard, so you'll always know how your Total Recall is operating.

The ultra-quiet enclosure boasts advanced cooling designs, maximising the life of your hardware. As Total Recall is CentOS Linux based, you can take advantage of the security, speed and reliability of an enterprise-grade UNIX operating system.

## Long Term Storage and Archive

Securely store up to 350,000 individual calls with onboard RAID hard drive storage. You also have the option to automatically archive calls at pre-set intervals to inexpensive CD or DVD media, via your network to a NAS or other networked storage, or optionally to Blu-Ray media.

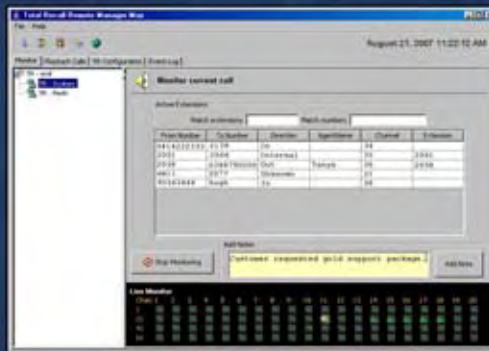
## Centralised Unit Management

Use and manage multiple Total Recall units with one PC using Remote Manager.

## 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 Desktop 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 VoIP session (SIP or H.323), ISDN D-Channel and Record-on-Demand (software controlled). Access to live monitoring and call search & replay 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 100% of calls, or between user-defined times - the choice is yours.

## 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.

## High Channel Density

Mix and match up to 60 combined VoIP and ISDN channels. Connect up to four ISDN spans to Total Recall MAX Desktop.

Additional VoIP and ISDN channels may be activated with a simple license key, up to the maximum 60 channels per MAX Desktop system.

## 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](http://www.totalrecallvr.com)



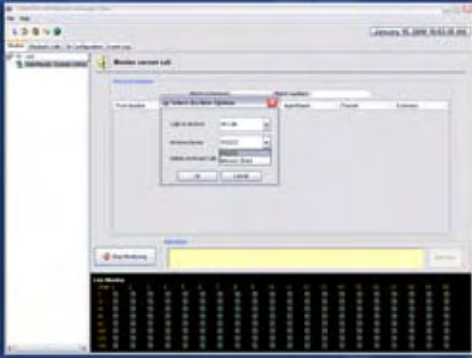
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IDA Singapore: DA 102 655  
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# Specifications



## Channel Capacity

VoIP: 60 Simultaneous channels in 10 channel modules.

ISDN: 60 Simultaneous channels in 10 channel modules (PRI ISDN) or 12 channel modules (PRI T1).

Hybrid Mode: 60 channels of combined VoIP/ISDN.

## Recording Inputs

SIP (RFC 3261, RFC2976, RFC2833), H.323 (ITU-T H.323, ITU-T H.225, ITU-T H.245), SDP (RFC3264), RTP (RFC3550), ISDN PRI (ITU-T Q.931, National ISDN 1 & 2, Nortel DMS100, AT&T 4ESS, Lucent 5ESS, Euro ISDN).

## Recording Triggers

VoIP session (SIP, H.323, RTP), ISDN D-Channel, Record on Demand (software controlled).

## Voice Processing

PCM (ITU-T G.711a and G.711 mu law), SPEEX (3:1 compression), .wav (16 bit, 8 KHz) and .mp3 export.

## Online Storage

RAID mirrored SATA hard drives provide onboard storage for up to 350,000 calls.

## Offline Storage

CD-R, DVD+RW drive built in. Archive via TCP/IP to NAS/Network drive on Windows or UNIX systems (NFS v2/3, CIFS/SMB). Optional Blu-Ray archive device.

## Operating System

Linux (CentOS 5.2)

## Security

Multiple user levels, password controlled. Configurable channel access per user. SNMP alarm support.

## Onboard Database

SQL, up to 60,000 hours or 350,000 calls. Configurable retention options.

## 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. Built-in VoIP and ISDN message tracing capabilities.

## Call Playback Options

Continuously live-monitor by extension, call replay via your network and remote PC with Remote Manager software. Play, stop, pause, fast-forward, rewind and skip forward playback controls.

## 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. Network time synchronisation via NTP. Optional TCP/IP SMDR interface.

## Dimensions and Weight

160 (H) x 420 (W) x 420 (D) mm. Weight 6 Kg.

**For more information, contact your local dealer:**



# TOTAL RECALL MAX

## Desktop



When your business depends on  
**CALL RECORDING**  
 YOU NEED TOTAL RECALL MAX



### 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.
- ☑ **Hybrid** – records VoIP and/or ISDN calls.
- ☑ **Accessible** – remote access and control software included.
- ☑ **Powerful** – comprehensive recording, search, monitoring and playback capability.
- ☑ **Flexible** – single license key for different channel types, in any combination.

### Key Features

- ☑ VoIP and ISDN call recording.
- ☑ Wide range of recording options.
- ☑ Standalone or part of a network.
- ☑ Onboard storage for up to 60,000 hours / 350,000 calls
- ☑ Secure and tamper proof recording format.
- ☑ Advanced audio compression.
- ☑ One-click real-time call monitoring.
- ☑ Feature rich player.
- ☑ Comprehensive search capability.
- ☑ Network, DVD/CD and optional Blu-Ray archiving.
- ☑ Stable UNIX platform.
- ☑ Remote access and management software.

## **Telephony**

- SIP (RFC3261, RFC2976, RFC2833), H.323 (ITU-T H.323, ITU-T H.225, ITU-T H.245), SDP (RFC3264), RTP (RFC 3550)
- ISDN PRI (ITU-T Q.931, National ISDN 1 & 2, Nortel DMS 100, AT&T 4ESS, Lucent 5ESS, Euro ISDN)

## **Voice Processing**

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

## **Channel Capacity**

- 60 simultaneous VoIP sessions
- 60 simultaneous ISDN calls
- Up to 60 VoIP sessions and/or ISDN calls in any combination in hybrid mode

## **Onboard Storage**

- Mirrored SATA hard drive storage, up to 60,000 hours / 350,000 individual records

## **Recording Trigger**

- ISDN D channel
- VoIP session

## **Monitoring**

- Real-time continuous monitoring via Remote Manager software

## **Replay**

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

## **Archive Media**

- CD-R (aprox 180 hours per CD), DVD+RW (aprox 1000 hours per DVD)
- Network Attached Storage: TCP/IP, NFS v2/3, CIFS/SMB (250,000 records per archive, up to maximum hard disk capacity at destination)
- Optional Blu-Ray archive device (aprox 6000 hours per BD-RE)

## **Client Software**

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

## **Networking**

- Two 100/1000Mb Ethernet ports
- Single RS232 port (for modem connection)
- Network time synchronization via NTP
- Alarms via SNMP
- Optional TCP/IP SMDR interface (multiple vendors supported)

## **System**

- Dimensions: 160(H) x 420(W) x 420(D) mm
- Weight: 10Kg
- Single auto-sensing 300W PSU

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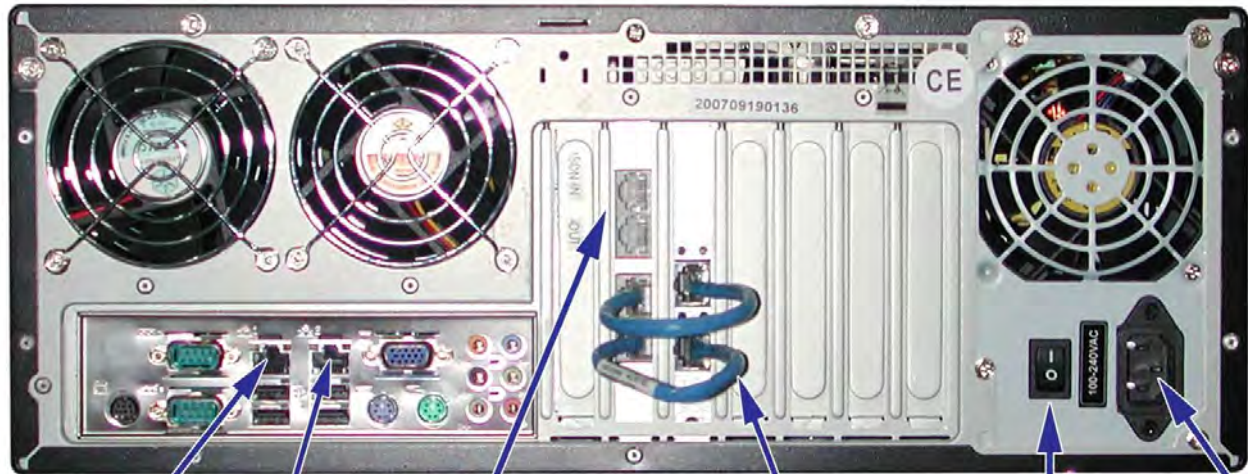


# TOTAL RECALL MAX DESKTOP

When your business depends on  
**CALL RECORDING**  
YOU NEED TOTAL RECALL



60 simultaneous VoIP and/or PRI ISDN calls per system. Hybrid protocol recording supported.



LAN 1

LAN 2

ISDN IN & OUT

ISDN TAP

ON-OFF  
Switch

IEC  
Power  
Input



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