

TOTAL RECALL MAX

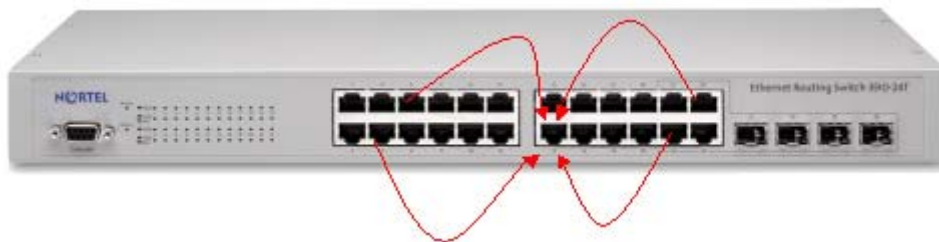
Potential Connection Diagrams



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

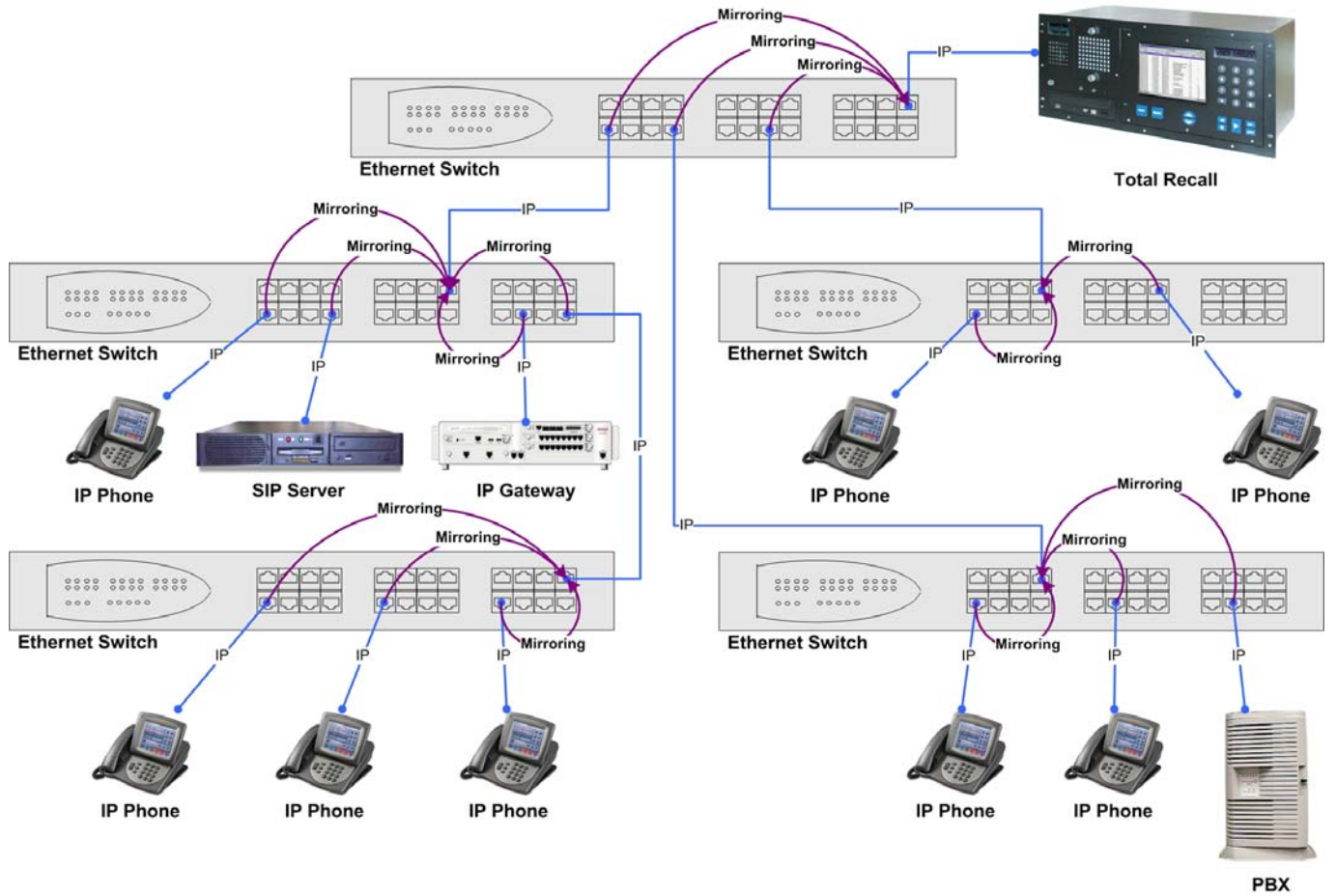


VoIP Connectivity Diagram 1 – Port Mirroring

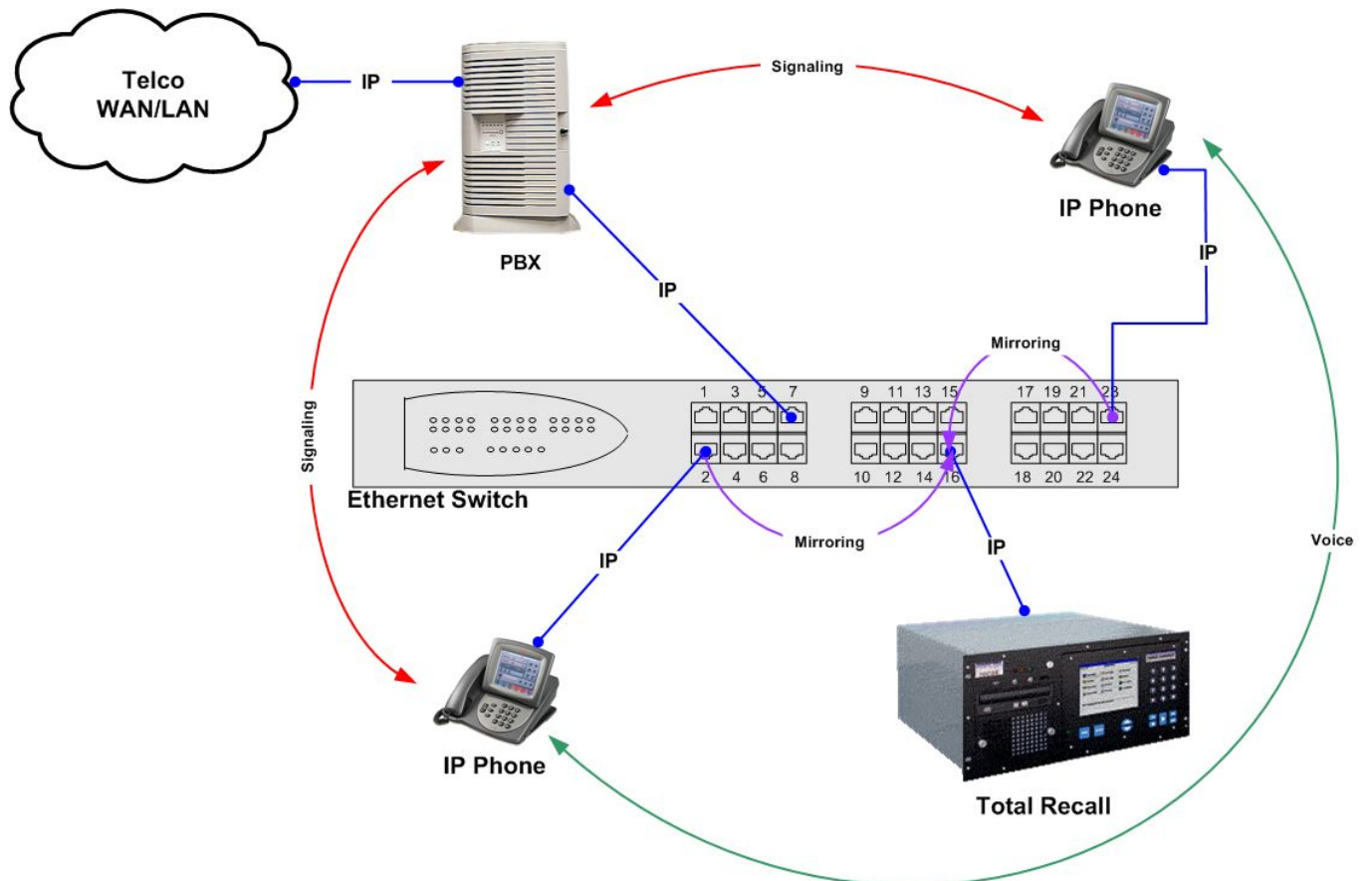


In a VOIP telephony network, voice and signalling are sent over the network in packets. Total Recall needs to be able to “see” these packets so that it can record the conversions. ‘Port Mirroring’ refers to configuring a network switch so that it will copy traffic from one or more of its ports to a ‘mirror port’. Total Recall also attaches to this mirror port in order to ‘see’, record and database SIP VoIP calls. Please note that not all switches support port mirroring, although there are alternatives, e.g. non-switched hubs & multi-port Ethernet repeaters.

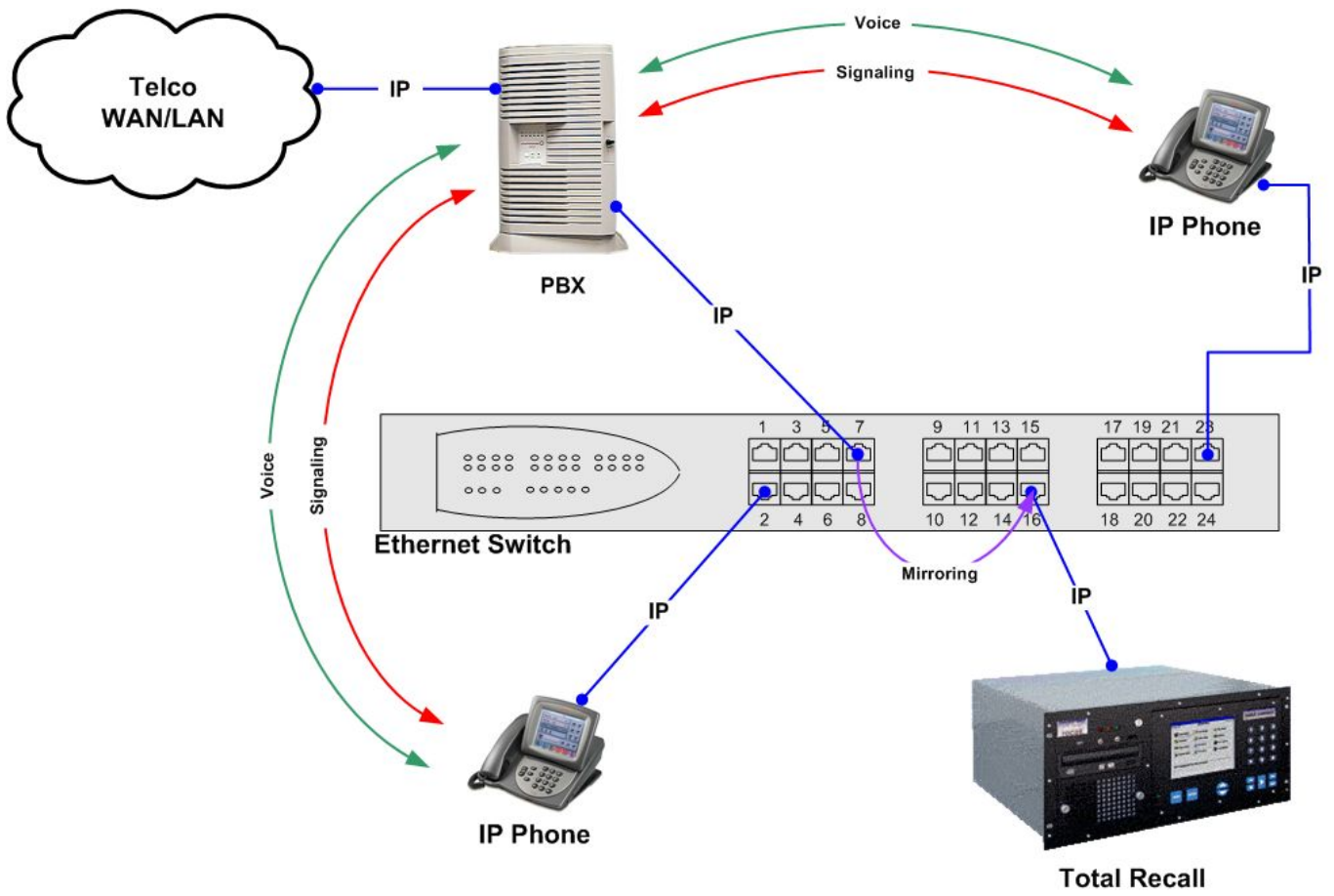
Port Mirroring can be cascaded:



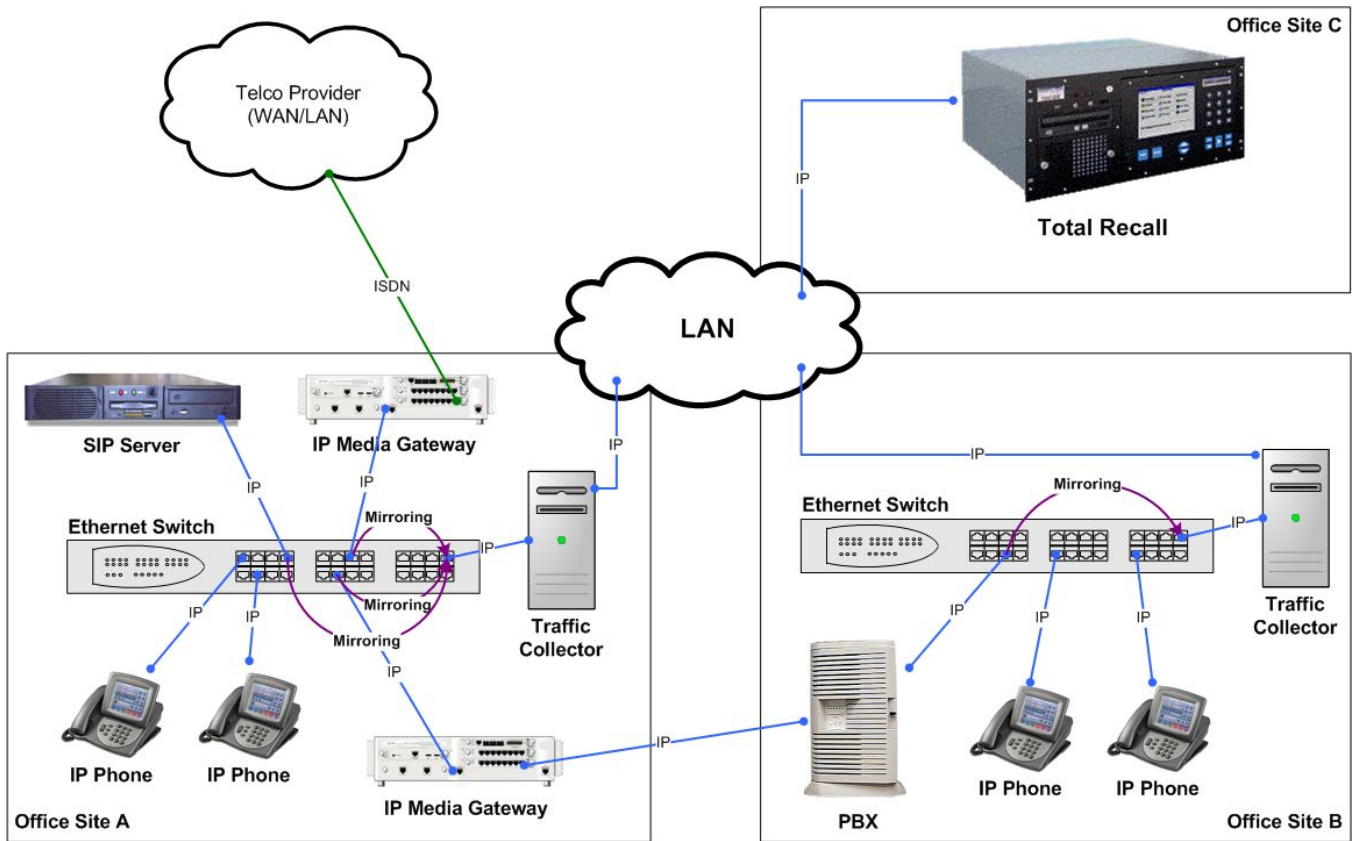
VoIP Connectivity Diagram 2 – Port Mirroring In a ‘Shuffled’ VoIP Scenario



VoIP Connectivity Diagram 3 – Port Mirroring in a Direct VoIP Scenario



VoIP Connectivity Diagram 4 – Multi-Site Traffic Collector Scenario

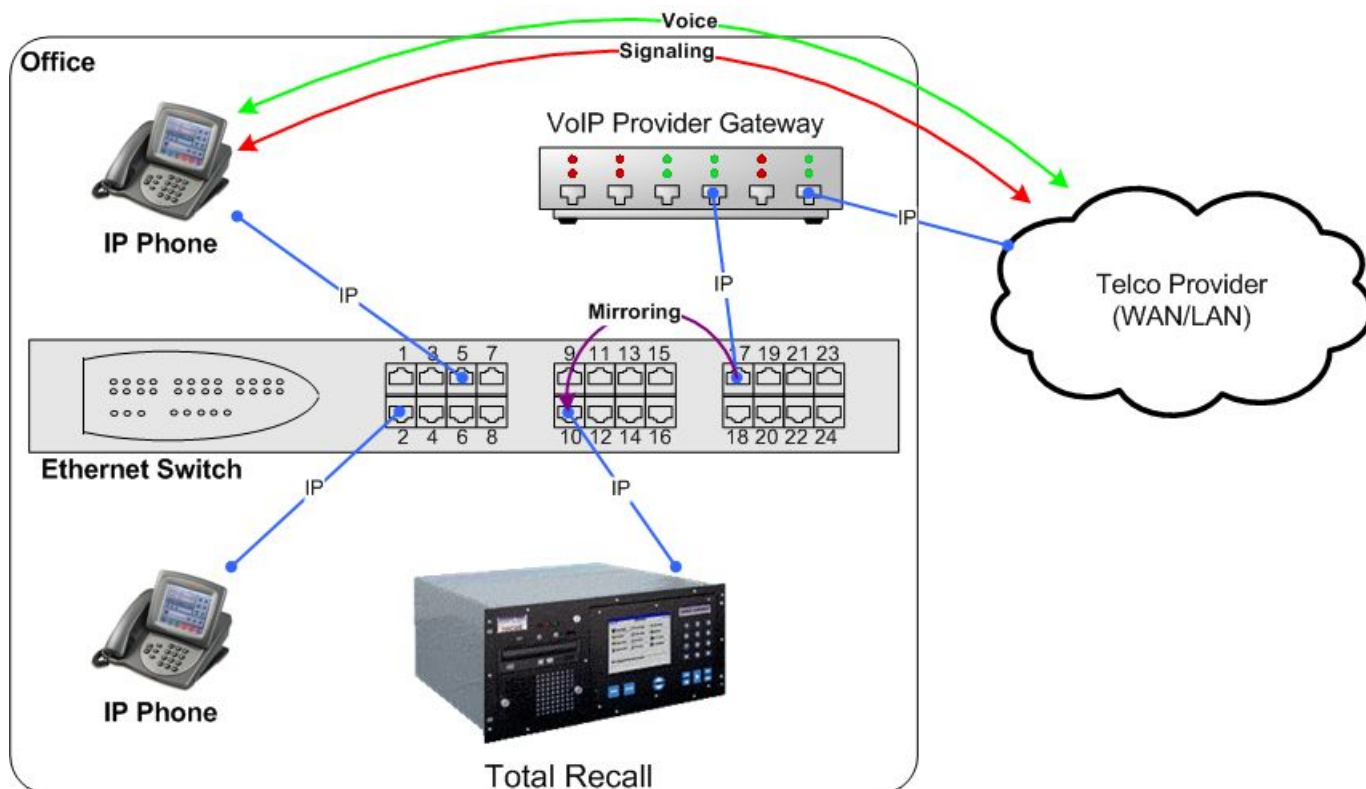


Assuming that a given network environment has the necessary available bandwidth, Total Recall Max can be used in conjunction with a small 'Traffic Collector' server to record VoIP traffic from multiple locations on one central Total Recall Max server. Users have the advantage of only requiring one TR Max Server, along with one inexpensive Traffic Collector Server per recording location. This minimises the capital expenditure required, while still providing a high quality, reliable and flexible VoIP call recording solution.

If network bandwidth is a problem for the client, it is recommended that they install one Total Recall Max server per recording location.

If your client has a multi-site VoIP telephony environment, and may benefit from a combined Total Recall Max / Traffic Collector call recording system, please [contact us](#) for more information.

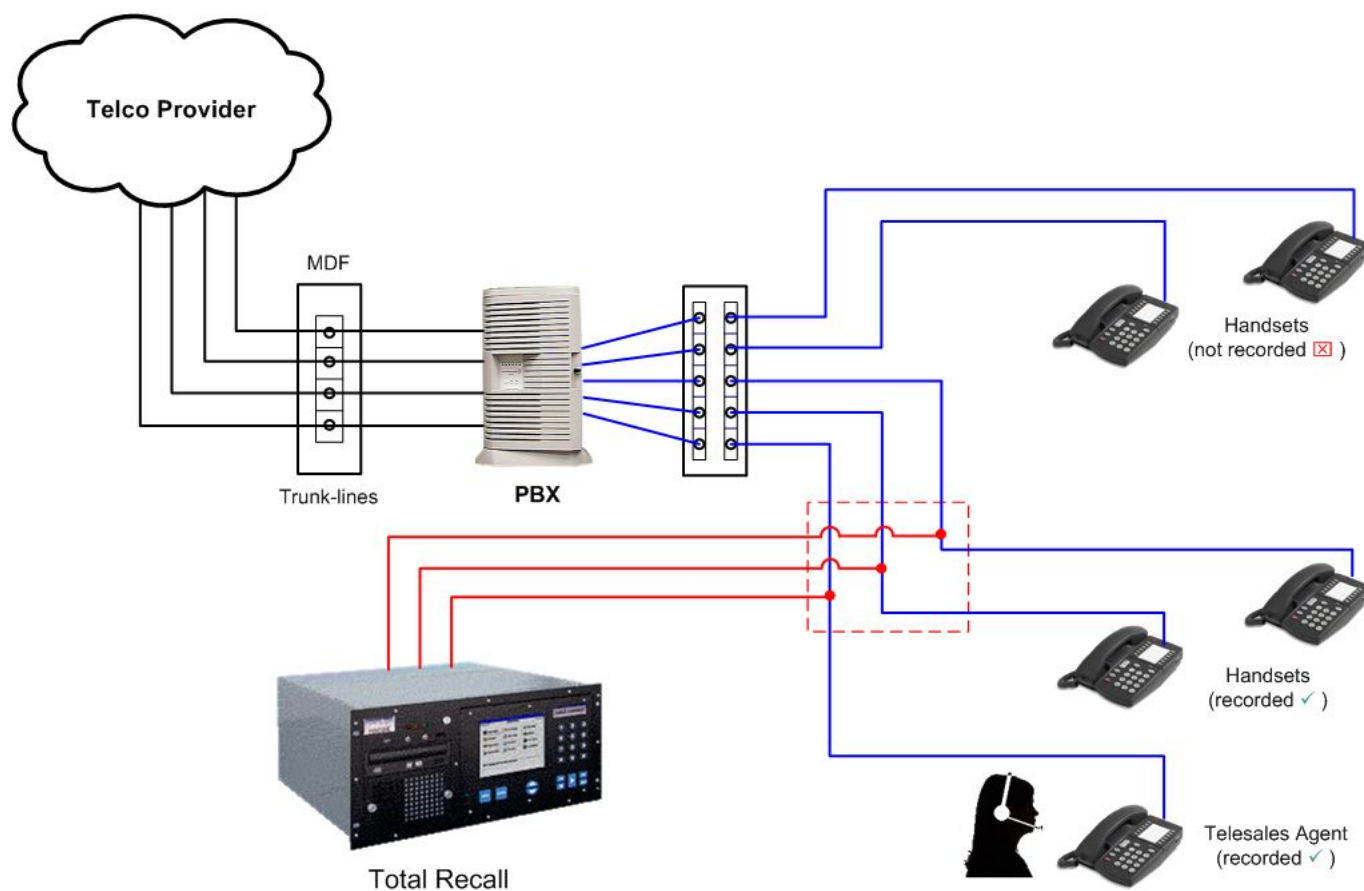
VoIP Connectivity Diagram 5 – Hosted VoIP PBX



In this scenario, the client is utilising a hosted VoIP PBX service, a method of call service provision that is becoming increasingly popular. Total Recall Max can record VoIP traffic in this situation by having the call information mirrored from the VoIP provider gateway to a 'Total Recall' port on the Ethernet switch.

Total Recall Max SIP VoIP recording solutions rely on being able to 'see' voice and data packets on the network in order to store and database the client's calls. As long as there is a method of mirroring this data to the same Ethernet port as Total Recall Max, the system should be able to record it.

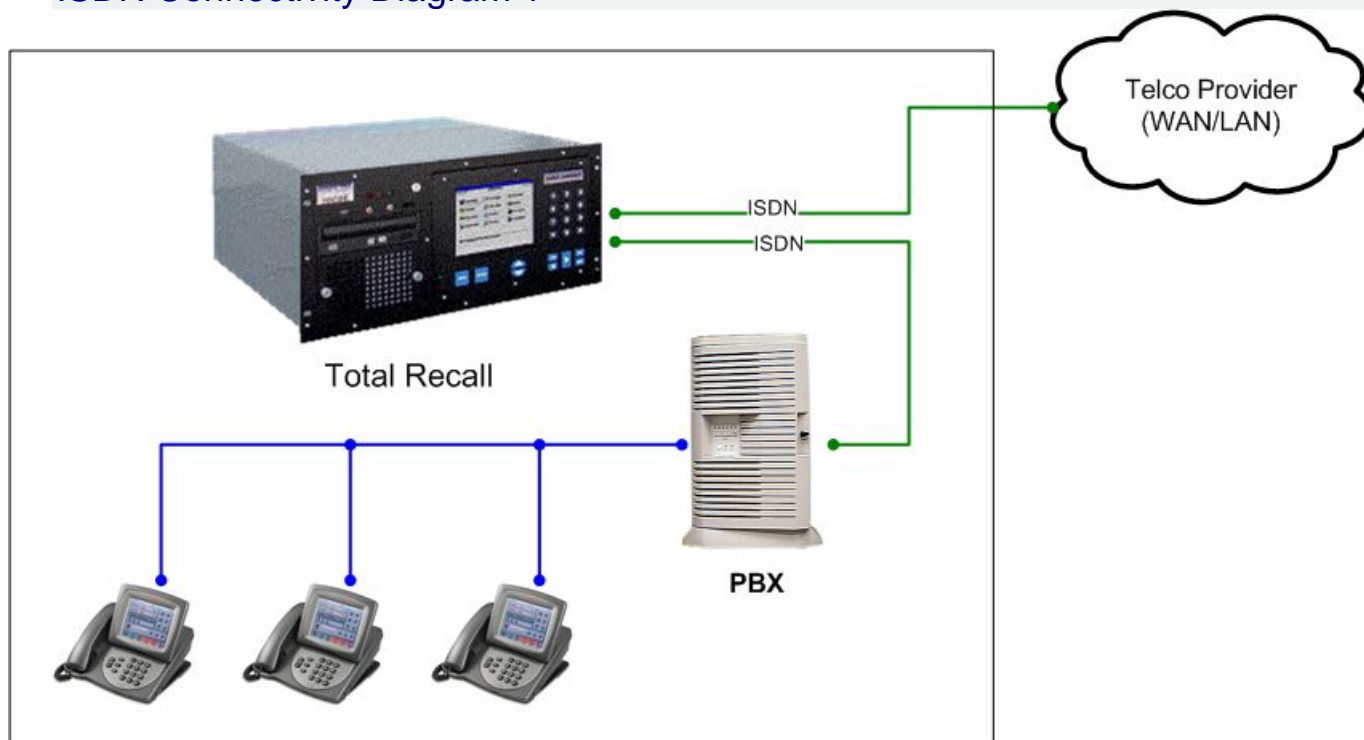
Analog Connectivity Diagram 1 – Extension Side



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 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*.

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 Rack 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.



For more information visit TOTAL RECALL MAX on the Web at www.totalrecallvr.com

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