



# MAX Rack™



- ✓ Record 4-60 Simultaneous Analog Channels
- ✓ Record 60 VoIP and/or ISDN Channels
- ✓ Easy to Use, Turnkey Solution
- ✓ Built-In LCD Control Panel
- ✓ 60,000 Hours Onboard Storage
- ✓ DVD, Network or Optional Blu-Ray Archiving
- ✓ PC Remote Management Software Included

## Compact, Professional Voice Logging for Phone and Radio

When call recording is critical to your operations, you need a professional, dedicated voice logging system. Total Recall MAX Rack is the solution for all of your recording needs, offering combined VoIP, digital and analog/radio recording within the one unit.

## Fast & Convenient Access

Live monitor, search and replay calls from the built in control panel, with simple navigation keys and a big, bright 130 x 97 mm TFT LCD display. Alternatively, all unit functions and configuration can be managed via your network and Remote Manager - our PC software included at no extra charge.

## 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

Calls are stored on mirrored, swappable RAID hard drives to safeguard your critical recordings. Hot-swap power supplies and SNMP alarm support are also standard, so preventative action can be taken if any problems arise. Total Recall is Linux based, offering the the security, speed and reliability advantages of an enterprise grade UNIX operating system.

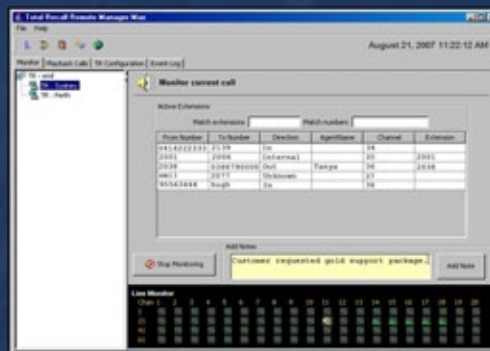
## Long-Term Storage and Archive

Store up to 60,000 hours or 350,000 calls onboard. You also have the option to automatically archive calls at to inexpensive CD or DVD media, via your network to a NAS or other networked hard drive, or optionally to Blu-Ray media.

## 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 voltage detect, VOX detect, VoIP session, ISDN D-Channel 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

Mix and match up to 60 analog channels with up to 60 combined VoIP and ISDN channels. Connect up to four ISDN spans to your Total Recall Max Rack.

Analog channels are field upgradable in 4, 8 or 12 channel multiples, up to the maximum of 60 channels. Additional VoIP or ISDN channels are activated by a simple license key, up to the maximum 60 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](http://www.totalrecallvr.com)



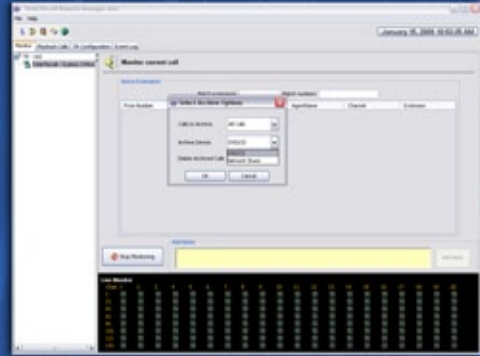
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3545 10457A  
IEC09050  
IDA Singapore: DA 102 655  
UK Rail Type Approval:  
EN-50121-4:2000

# 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: 60 simultaneous channels, in 4, 8 or 12 channel modules.  
VoIP: 60 simultaneous channels in 10 channel modules.  
ISDN: 60 simultaneous channels in 10 channel modules (E1) or 12 channel modules (T1).  
Hybrid Mode: 60 analog channels plus 60 channels of combined VoIP/ISDN.

## 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), National ISDN 1 & 2, Nortel DMS 100, AT&T 4ESS, Lucent 5ESS, Euro ISDN).

## 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), ISDN D-Channel.

## Onboard Storage

Internal mirrored RAID hard drives, 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-R/DVD+RW, TCP/IP network archiving to Windows or UNIX Systems (NFS v2/3, CIFS/SMB). Optional Blu-Ray archive drive. Store approximately 180 hours per CD-R, 1,000 hours per DVD+RW, or 6,000 hours per BD-RE.

## Reliability Features

Dual 350+350W hot-swap power supplies. RAID swappable mirrored SATA hard drives, SNMP alarms, event log & audit trails.

## Operating System

Linux (CentOS 5.2).

## Security

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

## 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.

## 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 420 (D) mm. Weight 20 Kg.

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