

Total Recall Max Desktop



Compact & Convenient Voice Logging for VoIP & ISDN Systems

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 mirrored 250GB RAID 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

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

Centralised Unit Management

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

Powerful PC Client Included

All unit configuration, live monitoring, search and replay functions may be performed from the convenience of your networked PC running Windows NT/ME/2K/XP or Vista. Copy calls from your Total Recall unit or archive discs to your computer, or email calls in .mp3, .wav or secure .trc formats.

Remote Manager can 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 called or CLI (where transmitted).



Remote Manager PC Client Interface

Multiple Security Options

Multiple password-secured access levels ensure that important system functions are only available to authorised personnel. Configurable channel access for each Remote Manager user maintains security while extending the benefits of recording to more people within your operation.

User-Definable Recording

Start and stop recording (depending on your telephony interface) by VoIP SIP session, ISDN D-Channel and Record-on-Demand (software or DTMF control). 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 100% of calls, or between user-defined times - the choice is yours.

Multiple Playback Options

Continuously live monitor by extension, call replay via the inbuilt media player in Remote Manager. All monitoring and playback is performed via two simple GUI menus 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.

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 on Total Recall voice logging solutions in the United Kingdom please visit:

www.totalrecallvr.co.uk

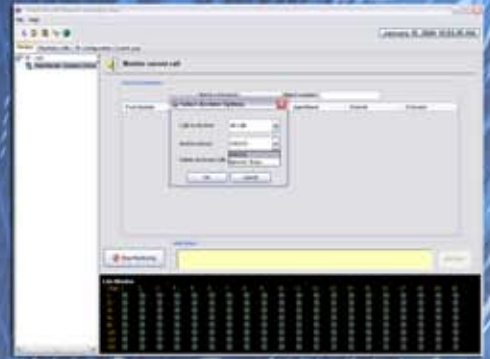
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Specifications



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.

Channel Inputs

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

Recording Trigger: SIP VoIP session, 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.

Onboard Storage

250 GB mirrored SATA hard drives provide up to 60,000 hours of recording, up to 350,000 calls.

Offline Storage

CD-R, DVD+RW drive built in. Archive to NAS/Network drive on Windows or UNIX systems (NFS v2/3, CIFS/SMB).

Operating System

Linux (CentOS 5)

Database

SQL, up to 350,000 individual calls. Programmable retention options.

Remote Management

Remote Manager Windows PC Software, included with unlimited licences. Secure Java program allows full unit configuration and utilisation via LAN/WAN/VPN or 56k Dialup. Wizard-based installation.

Call Playback Options

Continuous live monitor by extension, call replay via network & remote PC with Remote Manager software. Play, fast forward, rewind and pause controls.

Security

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

Playback Search Parameters

Extension name, time, date, dialled number or incoming number (where available), call duration, call direction, channel number, user-added note.

Dimensions & Weight

160 (H) x 420 (W) x 420 (D) mm.
Weight 10 Kg.

Network

10/100/100 Mbps Ethernet, TCP/IP Protocol. Network time synchronisation via NTP. TCP/IP CDR interface (optional).

For more information, contact your local dealer: