

# Total Recall Max Rack



## Professional, Automatic Voice Logging for Phone & 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 your recording needs now and into the future, offering combined VoIP, digital and analog/radio recording within the one unit.

## Access The Way You Want

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 - PC software included with unlimited licenses as part of your solution.

## 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 & Fault Tolerant

Your calls are stored on mirrored, swappable 250GB RAID hard drives, to guard against losing your critical call records due to drive failure. Hot-swap power supplies are standard, as is support for SNMP alarms. Multiple hardware alarms warn users about potential problems so preventative action can be taken. 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 at 16 kbps HQVQ compression, 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.

## 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.

## Centralised Unit Management

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

## User-Definable Recording

Start and stop recording (depending on your telephony interface) by voltage detection, VOX detection, VoIP SIP session, ISDN D-Channel, 24hr continuous and 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 100% of calls, or between user-defined times

## Multiple Playback Options

Continuously live monitor by extension, call replay via control panel & unit speaker, headphones, line-out jack; or replay via the inbuilt media player in Remote Manager.

## High Channel Density

Mix and match up to 32 analog channels up to 60 combined VoIP and ISDN channels. Connect up to four ISDN spans to Total Recall Max Rack.

Analog channels are field upgradable in 4 or 8 channel multiples, up to the maximum of 32 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 on Total Recall voice logging solutions in the United Kingdom, please visit:

[www.totalrecallvr.co.uk](http://www.totalrecallvr.co.uk)

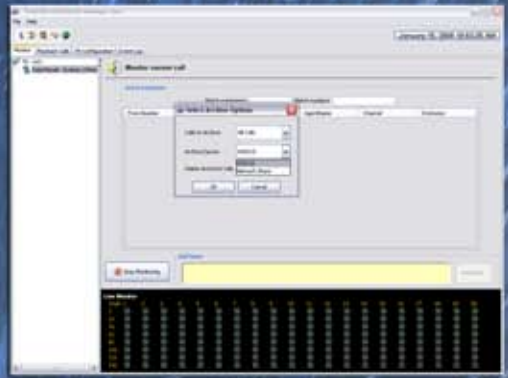
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# Specifications



## Onboard Controls

Built in 130 x 97 mm TFT LCD & Keypad, playback controls, headphone & line-out jacks with volume control.

## Channel Capacity

Analog: 32 simultaneous channels, in 4 or 8 channel modules. VoIP: 60 simultaneous channels in 10 channel modules.

ISDN: 60 simultaneous channels in 10 channel modules (E1) or 12 channel modules (T1), up to four spans connected.

Hybrid Mode: 32 analog channels plus 60 channels of combined VoIP/ISDN.

## Channel Inputs

Analog 2-wire POTS, FSKR, DTMF, PSTN line interface RJ11C/RJ12/RJ14. SIP (RFC3261, RFC2976, RFC2833), SDP (RFC3264), RTP (RFC3550), National ISDN 1 & 2, Nortel DMS 100, AT&T 4ESS, Lucent 5ESS, Euro ISDN). Recording Trigger: 24 hr continuous, On demand (via software or DTMF code trigger), off-hook voltage detect, VOX (selectable -20 dBm to -40 dBm). VoIP SIP session, ISDN D-Channel.

## Reliability Features

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

## Security

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

## Network

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

## 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 unit speaker & control panel, headphones, line-out; or via network & remote PC with Remote Manager software. Play, fast forward, rewind and pause controls.

## Playback Search Parameters

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

## Onboard Storage

250 GB IDE Hard Drive storage provides up to 60,000 hours at 16 kbps HQVQ compression, 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).

## Dimensions & Weight

220 (H) x 480 (W) x 420 (D) mm. Weight 20 Kg.

For more information, contact your local dealer: