

Total Recall - Remote Manager and Record on Demand



Remote Manager

Remote Manager is a powerful Java™ based PC software application, included with unlimited licenses as part of your Total Recall solution.

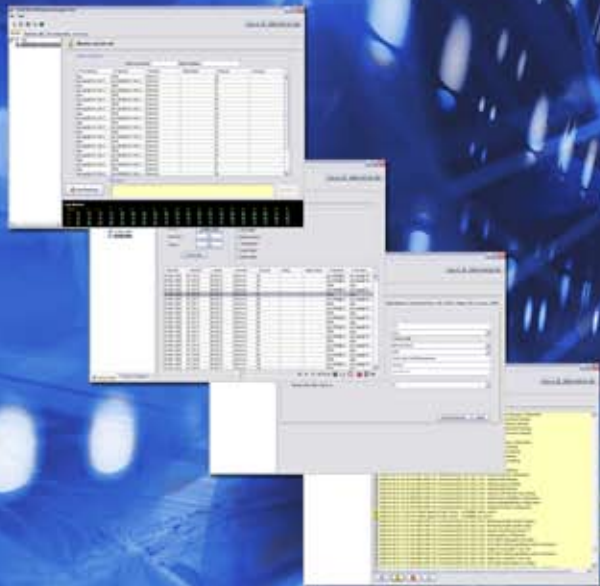
Compatible with Windows™ 2000/XP/Vista, Remote Manager allows you to configure and manage your Total Recall system, as well as to monitor and search calls, via your PC and existing LAN/WAN/VPN.

Remote Manager offers:

- ✓ Secure Java™ platform
- ✓ Single click real-time call monitoring
- ✓ Advanced call searching capabilities
- ✓ Easy-to-use playback controls
- ✓ Full unit configuration options
- ✓ Configurable channel access per user
- ✓ Flexible call detail views
- ✓ Multi-level password security
- ✓ Save & replay calls in secure TRC file format
- ✓ Save & Export to MP3 and WAV formats for easy file distribution
- ✓ Email calls in TRC, MP3 and WAV formats
- ✓ Call reporting
- ✓ Event Log for system auditing

As Remote Manager is included with unlimited licences, you can extend the benefits of call recording to everyone within your organisation, using the built-in security options to maintain compliance with your data security policies.

No network? No problem. Connect to your Total Recall via an external 56k dialup modem (not included).



Record-on-Demand

Do you want additional control over which calls are recorded or discarded? Total Recall gives you two easy options for recording on demand.

The first is a small taskbar application that users may install on their Windows™ PC. Users simply click a button to choose whether their current call will be recorded or not. The application also allows you to add notes to a current call, which may later be searched via Remote Manager.

Recording on demand may also be controlled via a user-configurable DTMF phone key. Users simply press an activation code on their phone handset to record or discard the current call.

Total Recall also provides the option to record partial calls - activate recording on demand part-way through a conversation (for example, agreeing to a verbal contract at the end of a conversation) or switch recording on and off multiple times in the one conversation; our solutions are easily tailored to your specific requirements.

To maintain the security of your Total Recall system, you may configure record on demand permissions per user extension.



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