



TOTAL RECALL

Rack & Desktop



Product Overview

Total Recall is a compact, cost-effective and self-contained voice-logging solution, providing secure recording, storage and playback of telephone calls (or any audio signal). Over 60,000 hours (350,000 calls) can be stored on an internal database for instant retrieval and playback.

Available in 4-24 channels in a stylish desktop model or 4-72 channels in a functional rack mount model, **Total Recall** provides businesses with a practical and streamlined security and training tool by recording information such as telephone numbers of incoming and outgoing calls, together with a time/date stamp, the duration of the call and reference to the

specific channel number. All these 'fields' can be used to search and retrieve calls from the database, meaning that locating the exact call you want is now effortless!

Calls on the **Total Recall** database can be replayed via an internal speaker, while the 'Live Monitoring' function enables the real-time monitoring of calls on selected channels, giving managers instantaneous security and quality information. Calls may be automatically archived to an internal DVD/CD or optional Blu-Ray drive on both systems, or to optional Network Storage with **Total Recall Rack**.

Remote Manager is the PC client software supplied at no cost with every Total Recall. It provides greater value to users by giving easy and secure integration, control and management of your voice recording requirements using your current PC and LAN/WAN/VPN or Dialup interface. **Remote Manager** gives you the flexibility to search and monitor calls on **Total Recall**, configure unit settings, and expand your voice recording capability to multiple recorders on multiple sites.

Record on Demand provides optional end user controls over what calls are recorded, as well as the ability to add notes to a current call, all from a user's PC or phone.

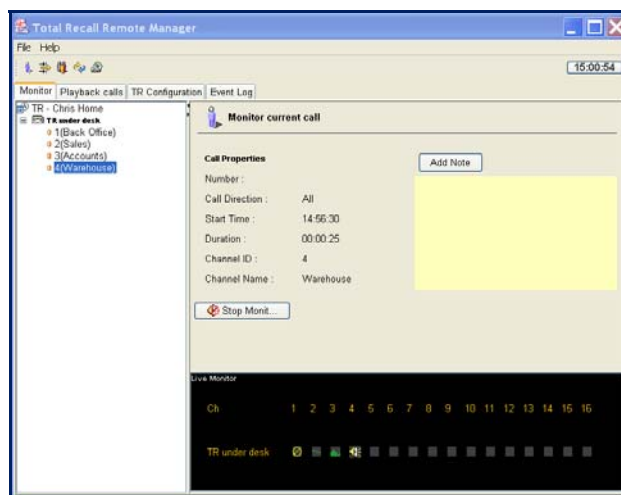
Remote Manager PC Software

Remote Manager is a powerful client software package included with **Total Recall** that provides additional value by giving managers the opportunity to utilise the security and training benefits of **Total Recall** from their PC, as well as providing a centralised way of configuring multiple units for technical managers, and providing additional security and functionality for everyday users.

Remote Manager connects to **Total Recall** via your current LAN/WAN/VPN/Dialup connection, or directly to your PC via the supplied crossover cable. **Remote Manager** allows calls to be monitored live, or stored calls to be searched and replayed with ease from your PC. Notes can also be added to calls, providing additional security and functionality for your application.

To ensure the security of your information, Remote Manager offers two levels of access. Administrator level admission gives full

permissions for adding users and configuring the **Total Recalls** connected, as well as all the available monitoring and search functions. User level admission allows for monitoring, search and playback control only, intended for those who need to utilise the security and training benefits of **Remote Manager**, but do not need to configure the unit.



In addition to this, **Remote Manager** can be configured to give users monitoring and search access to select channels only, usually their own extension or those of their subordinates. Access to monitoring, search/playback and system configuration functions is also configurable on a per-user basis. This provides management with an extra level of security and privacy, whilst giving users the opportunity to access the benefits that recording provides.

Record on Demand

Record on Demand provides additional real-time functionality to **Total Recall**, giving users defined controls over what calls on their line are recorded or not recorded. **Total Recall** offers two possibilities for recording on demand. The first comprises of a license free, optionally installed software application that utilises an existing LAN connection to give users

the option of allowing a current call to be recorded or discarded, as well as having the ability to add notes to a current call.

Alternatively, **Record on Demand** can be controlled by users entering a pre-configured DTMF code on their phone handset. The three-digit code can be specified on the unit itself, or in **Remote Manager**, and is simply entered by the user while the call is in progress in order to keep or discard it, depending on the unit settings.

To ensure the security of **Total Recall**, technical administrators have the flexibility to tailor the user's level of control with **Record on Demand** through specific unit settings, or through their **Remote Manager** software. This gives users the desired level of control, while ensuring continued adherence to company recording policies.



Record On Demand extends the benefits of recording to those who do not want all their calls logged, or who need a simple “opt-out”

method for legal purposes. The settings on **Total Recall**, **Remote Manager** and **Record on Demand** can easily be customised to your specific business structure and application.

Can You Remember Everything That Was Said?

The scalability of **Total Recall** means that there are limitless possibilities for connecting users and recorders, providing your business with a streamlined solution that matches your security and training requirements.

In an increasingly litigious and security conscious world, all industries and management levels can benefit from the protection of recording phone and radio communications, and create value through the quality analysis that monitoring provides. **Are you getting the benefits?**

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