

Total Recall VR Infinity Overview

User Guide

December, 2021

Guide Issue 1.0

Total Recall VR Infinity Release 20.2.0

Copyright © 2021 Prolancer Pty Ltd, Sydney, Australia.

The text of and illustrations in this document are licensed by Prolancer Pty Ltd under a Creative Commons Attribution–Share Alike 3.0 Unported license (“CC-BY-SA”). An explanation of CC-BY-SA is available at <http://creativecommons.org/licenses/by-sa/3.0/>. In accordance with CC-BY-SA, if you distribute this document or an adaptation of it, you must provide the URL for the original version. Prolancer, as the licensor of this document, waives the right to enforce, and agrees not to assert, Section 4d of CC-BY-SA to the fullest extent permitted by applicable law.

Total Recall VR™ is a trade mark of Prolancer Pty Ltd. in Australia and other countries. All other trademarks are the property of their respective owners.

The information in this publication is subject to change without notice. Prolancer Pty Ltd assumes no responsibility for any errors that may appear in this publication.



Prolancer

Related Documents:

- [1] Prolancer Pty Ltd, Total Recall VR web site. Available from:
<http://www.totalrecallvr.com/>.
- [2] Prolancer Pty Ltd, Total Recall VR Cloud web site. Available from:
<http://www.totalrecallvr.cloud/>.
- [3] Prolancer Pty Ltd, Prolancer web site. Available from:
<http://www.prolancer.com.au/>.
- [4] Prolancer Pty Ltd, Total Recall VR Infinity Cockpit User Guide, 1.0, December 2021
- [5] Prolancer Pty Ltd, Total Recall VR Infinity VS^X Quick Start Guide, 1.0, December 2021
- [6] Prolancer Pty Ltd, Total Recall VR Infinity ES^X Quick Start Guide, 1.0, December 2021
- [7] Prolancer Pty Ltd, Total Recall VR Infinity CS^X Quick Start Guide, 1.0, December 2021
- [8] Prolancer Pty Ltd, Total Recall VR Audio Mixer Quick Start Guide, 4.0, July 2018

Table of Contents

1. Preface	4
1.1. <i>Conventions</i>	4
1.1.1. <i>Notes & Warnings</i>	4
1.2. <i>We Need Feedback</i>	4
2. Introduction	5
2.1. <i>What is Total Recall VR?</i>	5
2.2. <i>What is Total Recall VR Infinity?</i>	5
2.3. <i>Total Recall VR Product Brief</i>	6
2.4. <i>Infinity vs LinX</i>	7
3. Recording Appliances	8
3.1. <i>Inanity VS^X</i>	8
3.2. <i>Infinity ES^X</i>	9
3.3. <i>Infinity CS^X</i>	11
4. Archive Appliances	13
4.1. <i>Inanity VS^X</i>	13
4.2. <i>Infinity ES^X</i>	14
4.3. <i>Infinity CS^X</i>	15
5. Client Applications	16
5.1. <i>Total Recall VR Cockpit</i>	16
6. Accessories	19
6.1. <i>Audio Mixer</i>	19
6.2. <i>AMBE Decoder</i>	20
7. Support	21
7.1. <i>Local Support</i>	21
7.2. <i>Direct Support</i>	21

1. Preface

1.1. Conventions

Our guides use several conventions to highlight certain words and phrases and draw attention to specific pieces of information.

1.1.1. Notes & Warnings

We use the following visual styles to draw attention to information that might otherwise be overlooked:



Notes are tips, shortcuts or alternative approaches to the task at hand. Ignoring a note should have no negative consequences, but you might miss out on a trick that makes your life easier.



Important boxes detail things that are easily missed: configuration changes that only apply to the current session, or services that need restarting before an update will apply. Ignoring the information will not cause data loss, but may cause irritation and frustration.



Warnings should not be ignored. Ignoring warnings will most likely cause data loss.

1.2. We Need Feedback

If you find a typographical error in this guide, or if you have thought of a way to make this guide better, then we would love to hear from you.

Please submit your feedback using the feedback form on our web site:

<http://www.prolancer.com.au/feedback>.

If you have a suggestion for improving the guide, then try to be as specific as possible when describing your suggestion. Otherwise, if you have found an error, please include the section number and some of the surrounding text so we can find it easily.

2. Introduction

2.1. What is Total Recall VR?

Total Recall VR designs and manufactures enterprise and telecommunication grade affordable, reliable and feature rich audio logging and call recording products and applications.

With more than 20 years of history in engineering and supporting professional audio logging and call recording products, it is no surprise that enterprises and governments worldwide use Total Recall VR products to create electronic records of many forms of audio communication including telephone, 2-way radio, broadcast radio, public address, intercoms, room microphones and much more.

All Total Recall VR products and applications are engineered and manufactured in Australia and are the ideal solution for:

- Recording business telephone conversations;
- Recording agent calls in contact centres;
- Logging emergency response communication;
- Logging business operations communication;
- Logging radio broadcasts;
- Logging public announcements;
- Logging Air Traffic Control communication;
- Creating audio records of meetings, legal proceedings, public enquiries and similar events; and
- Creating compliance records to meet duty of care and legal requirements.

When audio records are critical to your operations, Total Recall VR products and applications deliver. It is professional, reliable and fully self-contained solution for audio logging and call recording that comes at an affordable price.

2.2. What is Total Recall VR Infinity?

Total Recall VR Infinity is the latest (5th) generation technology that powers Total Recall VR audio logging and call recording products and applications.

Infinity is based on the “*one core, infinite possibilities*” principle. As a result, Total Recall VR uses Infinity to:

- Manufacture the Total Recall VR Infinity range of audio logging and call recording appliances, virtual machines and applications [1].
- Manufacture a new range of Total Recall VR Infinity audio archiving appliances [1].
- Power the Total Recall VR Cloud hosted audio logging and call recording [2].

However, you can use Infinity to create custom audio logging and call recording devices and virtual machines that are either self-contained or fully distributed.



Simply put, Total Recall VR Infinity is the core audio logging and call recording technology with infinite possibilities.

2.3. Total Recall VR Product Brief

Total Recall VR products capture audio in digital format from different sources (analogue, VoIP, RoIP, AoIP ...) in hybrid mode and store the audio in a proprietary, secure and tamper proof file format.

The file format preserves the originality of the audio that it stores and has a number of built-in mechanisms that aid quick and reliable detection of tampering. However, for ease of access, Total Recall VR applications can generate copies of recordings in a number of popular and everyday formats such as Microsoft's Wave (.wav) and MPEG Layer-3 (.mp3).

Storing audio by itself does not help when looking for one recording in a media repository that can hold millions of recordings. That is why, in addition to audio, Total Recall VR products capture and then store information related to each recording and audio source such as start time, end time and duration of recordings, calling and called numbers on telephone calls, DTMF digits during calls, radio IDs, user configurable notes and much more. This information is the backbone of a powerful natural language search capability which can pin point a single recording in a set of millions of recordings.

In addition to an audio recorder and an on-board media repository, all Total Recall VR products with a built-in screen come with a built-in media player with comprehensive player controls (start, stop, fast-forward, rewind ...). In addition to playing individual recordings, the built-in player can be used to reconstruct events (incidents) after the fact and replay all audio of events as a single time ordered recording. But the most advanced feature of the player is the ability to construct events (incidents) and play the audio in real time of events in progress (live event monitoring).

Total Recall VR applications use the same audio player to stream audio, in progress or after the fact, from recorders and archives and then output the sound to the speakers of the device that the applications run on.

In addition to the recorder, storage and player, all Total Recall VR products include many more advanced and professional-grade features that you would expect from a modern audio logging and call recording product. For example:

- Feature-rich archiver which can create searchable archives of recordings on USB keys or drives, network drives and Total Recall VR archive appliances either automatically or on-demand.

- Automated self-cleaning mechanism that removes obsolete recordings automatically and on regular intervals to keep recorders operating endlessly.
- Fully internationalised user interface; all menus and software available in multiple languages.
- Role based access control.
- APIs for integration with other business and communication systems.

Total Recall VR packages all of this in an easy to use and affordable appliances and applications that you can start using straight out of the box.

However, you can create your own audio logging and call recording products and add audio logging and call recording to your existing products. This is the latest innovation in call logging and call recording products and applications and it is available only from Total Recall VR.

2.4. Infinity vs LinX

Total Recall VR Infinity as a recording technology has many advantages of the 4th generation Total Recall VR LinX technologies. For example, and not limited to:

- Infinity is based on the latest generation Linux based operating system and advanced user interface technologies.
- Infinity supports all modern hardware, physical and virtual, and makes it possible to build appliance products that work straight out of the box as well as fully custom (do-it-yourself) appliances and distributed recording solutions.
- All Infinity products use the same touch enabled user interface, the Total Recall VR Cockpit. Traditionally, Total Recall VR products have at least two user interfaces, embedded and PC application(s).
- A comprehensive API and standard Linux services make it easy to add audio logging and call recording capabilities to your existing products.

However, LinX products are mature and have been proven to be reliable over the last 15 years in various operational scenarios and under various operating conditions while Infinity products are just starting the journey.

3. Recording Appliances

Total Recall VR manufactures a range of recording appliances that are based on the Total Recall VR Infinity technology and are ready to use straight out of the box.

Each recording appliance is a combination of a latest generation Linux operating system and a full suite of Total Recall VR Infinity recorder services that are pre-configured to run on a specific physical and virtual hardware platform.

3.1. Inanity VS^X



The Total Recall VR Infinity VS^X Quick Start Guide [5] contains comprehensive description of this appliance.



Total Recall VR Infinity VS^X is a Total Recall VR recording appliance that is based on virtual hardware, or virtual machine. It is designed to run as a virtual guest on top of a hardware virtualisation product such as the [VMware ESXi](#) or the Oracle's [VirtualBox](#).

Total Recall VR Infinity VS^X is ideal for high capacity VoIP, RoIP and AoIP audio logging and call recording. It is available as a pre-configured OVA and as a do-it-yourself virtual machine.

Recording Channels

As a recording appliance, Infinity VS^X supports only IP (VoIP, RoIP, AoIP ...) recording channels and is capable of recording:

- SIP sessions (calls) via UDP/TCP ports.
- SIPrec sessions via UDP/TCP ports.
- Cisco BiB sessions via UDP/TCP ports.
- Unicast and multicast RTP streams via SPAN ports.
- Unicast and multicast RTP streams via UDP ports.
- RTSP sessions via UDP/TCP ports.
- ATC recording via ED-137B/C Part 4.
- RoIP (analogue, MPT-IP and DMR networks) recording via Tait VRP.
- RoIP (DMR networks) recording via Hytera HDAP.

- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Omnitronics RTP.
- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Zetron SIP logging interface.

The channel capacity of this appliance largely depends on the hardware that is available to the virtualisation layer and the virtual hardware that is allocated to the Infinity VS^X virtual machine. However, this appliance supports:

- 10 to 500 IP recording channels.

The IP recording channels are sold in a pack of 10 channels. The number of IP recording channels can be increased with a new activation license which activates a larger number of IP recording channels while the appliance is operational.

Repository Capacity

In its default configuration, this appliance has an on-board recording repository that can store:

- Up to 60,000 audio hours of audio (at 64Kbps).
- Up to 2 million individual recordings.

The appliance manages its repository space automatically to ensure perpetual recording.

3.2. Infinity ES^X



The Total Recall VR Infinity ES^X Quick Start Guide [6] contains comprehensive description of this appliance.



Total Recall VR Infinity ES^X is a Total Recall VR recording appliance that is based on commercial off-the-shelf enterprise grade server hardware such as the Dell PowerEdge R450 and the HP Enterprise ProLiant DL160.

Total Recall VR Infinity ES^X is ideal for high capacity VoIP, RoIP and AoIP audio logging and call recording where reliable enterprise grade hardware is a must.

Recording Channels

As a recording appliance, Infinity ES^X supports only IP (VoIP, RoIP, AoIP ...) recording channels and is capable of recording:

- SIP sessions (calls) via UDP/TCP ports.
- SIPrec sessions via UDP/TCP ports.
- Cisco BiB sessions via UDP/TCP ports.
- Unicast and multicast RTP streams via SPAN ports.
- Unicast and multicast RTP streams via UDP ports.
- RTSP sessions via UDP/TCP ports.
- ATC recording via ED-137B/C Part 4.
- RoIP (analogue, MPT-IP and DMR networks) recording via Tait VRP.
- RoIP (DMR networks) recording via Hytera HDAP.
- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Omnitronics RTP.
- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Zetron SIP logging interface.

This appliance supports:

- 10 to 200 IP recording channels.

The IP recording channels are sold in a pack of 10 channels. The number of IP recording channels can be increased with a new activation license which activates a larger number of IP recording channels while the appliance is operational.

Repository Capacity

This appliance has an on-board recording repository that can store:

- Up to 120,000 audio hours of audio (at 64Kbps).
- Up to 2 million individual recordings.

The appliance manages its repository space automatically to ensure perpetual recording.

Hardware Components

From a hardware perspective this appliance comprises of:

- Latest generation Intel Xeon CPUs.
- Enterprise SAS disks in RAID-1 configuration.

- Redundant hot-swap power supply.
- Enterprise grade hardware management tools in addition to the Total Recall VR Cockpit.

The previous list details the standard hardware configuration for this appliance. However, the following hardware options are available on request:

- Solid state disks (SSDs) for improved performance.
- RAID-5 disk configuration.

Compliance

This appliance complies with:

- EN60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013
- EN62479:2010
- EN55032:2012/AC:2016
- EN55024:2010
- EN61000-3-2:2014
- EN61000-3-3:2013
- EN50581:2012

3.3. Infinity CS^X



The Total Recall VR Infinity CS^X Quick Start Guide [7] contains comprehensive description of this appliance.



Total Recall VR Infinity CS^X is a Total Recall VR recording appliance that is based on hardware of your choice and that you can create yourself.

Infinity CS^X is the latest innovation in audio logging and call recording products and applications and it is available only from Total Recall VR.

Total Recall VR Infinity CS^X is ideal for low and high capacity VoIP, RoIP and AoIP audio logging and call recording on a perfect fit hardware for your communication solution.

Recording Channels

As a recording appliance, Infinity CS^X supports only IP (VoIP, RoIP, AoIP ...) recording channels and is capable of recording:

- SIP sessions (calls) via UDP/TCP ports.
- SIPrec sessions via UDP/TCP ports.
- Cisco BiB sessions via UDP/TCP ports.
- Unicast and multicast RTP streams via SPAN ports.
- Unicast and multicast RTP streams via UDP ports.
- RTSP sessions via UDP/TCP ports.
- ATC recording via ED-137B/C Part 4.
- RoIP (analogue, MPT-IP and DMR networks) recording via Tait VRP.
- RoIP (DMR networks) recording via Hytera HDAP.
- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Omnitronics RTP.
- RoIP (analogue, DMR, P25, NXDN ... networks) recording via Zetron SIP logging interface.

The channel capacity of this appliance largely depends on the hardware that you select. However, this appliance supports:

- 10 to 500 IP recording channels.

The IP recording channels are sold in a pack of 10 channels. The number of IP recording channels can be increased with a new activation license which activates a larger number of IP recording channels while the appliance is operational.

Repository Capacity

The repository capacity of this appliance largely depends on the hardware that you select. However, this appliance supports:

- Up to 120,000 audio hours of audio (at 64Kbps).
- Up to 2 million individual recordings.

The appliance manages its repository space automatically to ensure perpetual recording.

4. Archive Appliances

Total Recall VR manufactures a range of archive appliances that are based on the Total Recall VR Infinity technology and are ready to use straight out of the box.

Archive appliances house a high capacity repositories for recordings and audit events that you can use to store recordings and audit events long term. The repositories support multi-user access over a network via the Total Recall VR Cockpit application.

Each archive appliance is a combination of a latest generation Linux operating system and a set of Total Recall VR Infinity recorder services that are pre-configured to run on a specific physical and virtual hardware platform.

4.1. Inanity VS^X



The Total Recall VR Infinity VS^X Quick Start Guide [5] contains comprehensive description of this appliance.



Total Recall VR Infinity VS^X is a Total Recall VR archive appliance that is based on virtual hardware, or virtual machine. It is designed to run as a virtual guest on top of a hardware virtualisation product such as the [VMware ESXi](#) or the Oracle's [VirtualBox](#).

Total Recall VR Infinity VS^X is a high capacity off-line archive of recordings and audit events with multi-user access over a network. It is available as a pre-configured OVA and as a do-it-yourself virtual machine.

Repository Capacity

In its default configuration, this appliance has an on-board recording repository that can store:

- Up to 500,000 audio hours of audio (at 64Kbps).
- Up to 10 million individual recordings.

The appliance may be configured to manage its repository space automatically to ensure space for new recordings and audit events perpetually.

4.2. Infinity ES^X



The Total Recall VR Infinity ES^X Quick Start Guide [6] contains comprehensive description of this appliance.



Total Recall VR Infinity ES^X is a Total Recall VR archive appliance that is based on commercial off-the-shelf enterprise grade server hardware such as the Dell PowerEdge R450 and the HP Enterprise ProLiant DL160.

Total Recall VR Infinity ES^X is a high capacity off-line archive of recordings and audit events with multi-user access over a network. It is best for solutions where reliable enterprise grade hardware is a must.

Repository Capacity

This appliance has an on-board recording repository that can store:

- Up to 500,000 audio hours of audio (at 64Kbps).
- Up to 10 million individual recordings.

The appliance may be configured to manage its repository space automatically to ensure space for new recordings and audit events perpetually.

Hardware Components

From a hardware perspective this appliance comprises of:

- Latest generation Intel Xeon CPUs.
- Enterprise SAS disks in RAID-5 configuration.
- Redundant hot-swap power supply.
- Enterprise grade hardware management tools in addition to the Total Recall VR Cockpit.

The previous list details the standard hardware configuration for this appliance. However, the following hardware options are available on request:

- Solid state disks (SSDs) for improved performance.

Compliance

This appliance complies with:

- EN60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013
- EN62479:2010
- EN55032:2012/AC:2016
- EN55024:2010
- EN61000-3-2:2014
- EN61000-3-3:2013
- EN50581:2012

4.3. Infinity CS^X



The Total Recall VR Infinity CS^X Quick Start Guide [7] contains comprehensive description of this appliance.



Total Recall VR Infinity CS^X is a Total Recall VR archive appliance that is based on hardware of your choice and that you can create yourself.

Infinity CS^X is the latest innovation in call logging and call recording products and applications and it is available only from Total Recall VR.

Total Recall VR Infinity CSX is ideal as a high capacity off-line archive of recordings and audit events with multi-user access over a network. It is best for solutions where you need a perfect fit hardware for your communication solution.

Repository Capacity

The repository capacity of this appliance largely depends on the hardware that you select. However, this appliance supports:

- Up to 500,000 audio hours of audio (at 64Kbps).
- Up to 10 million individual recordings.

The appliance may be configured to manage its repository space automatically to ensure space for new recordings and audit events perpetually.

5. Client Applications

All Total Recall VR Infinity products have the same user interface, the Total Recall VR Cockpit [4].

5.1. Total Recall VR Cockpit



The Total Recall VR Cockpit User Guide [4] contains comprehensive description of this application.

Total Recall VR Cockpit is the user interface for the latest generation Total Recall VR Infinity appliance and custom recorders.

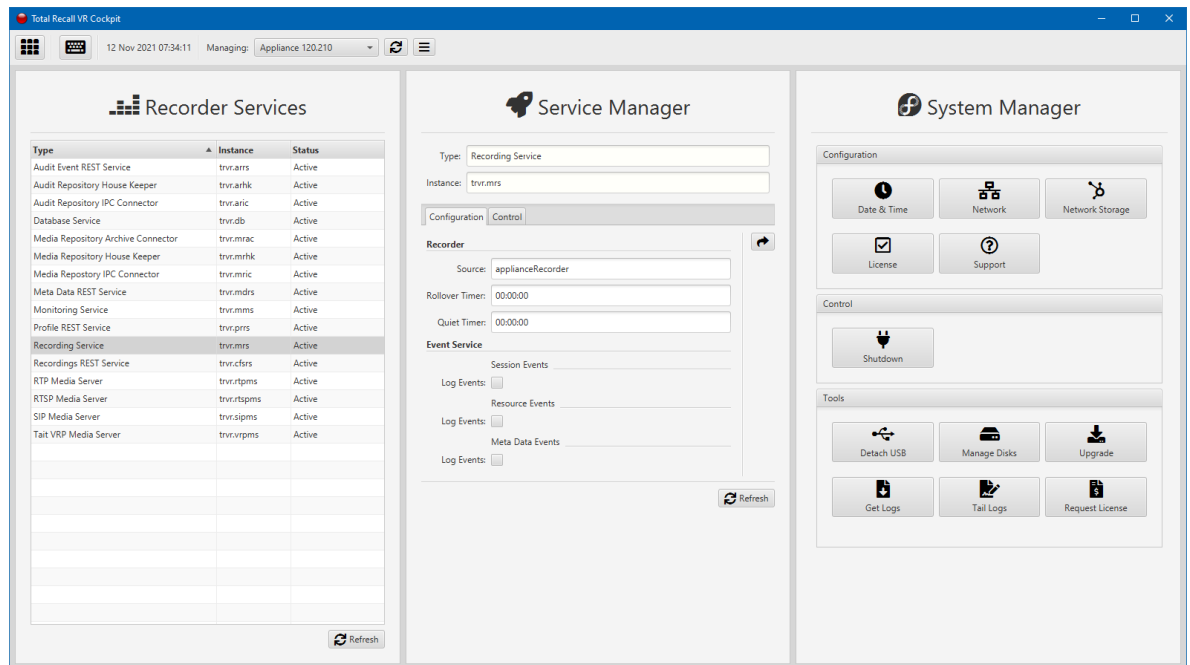
It is based on the “*one interface, infinite possibilities*” principle. As a result, it can be used as a stand-alone application on your Windows and Linux device (PC, tablet ...), as well as an embedded application on Total Recall VR appliance and custom recorders that have a built in screen (touch or traditional).

Participants	Start At	End At	Duration	End Reason	Flags	Session ID	Group
SIPp 43 to Total Recall VR	16 Sep 2021 11:49:51	16 Sep 2021 11:49:59	00:00:07	End of Session	U	2-3367@192.168.130.60	
SIPp 28 to Total Recall VR	16 Sep 2021 11:49:47	16 Sep 2021 11:49:55	00:00:07	End of Session	U	1-3367@192.168.130.60	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:30:22	15 Sep 2021 10:30:25	00:00:03	End of Session	U	79b6bc27-d79d-467d-99de-4e430...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:30:16	15 Sep 2021 10:30:19	00:00:03	End of Session	U	31c74295-5677-47cb-9d97-6b0f45...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:30:05	15 Sep 2021 10:30:08	00:00:03	End of Session	U	8bac55ca-7c14-45b6-b78f-0cee73...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:30:00	15 Sep 2021 10:30:03	00:00:03	End of Session	U	a3dec727-fdd0-4584-89ec-198599...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:29:14	15 Sep 2021 10:29:17	00:00:03	End of Session	U	8c215ea7-9134-4571-82de-48ebb...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:29:10	15 Sep 2021 10:29:12	00:00:02	End of Session	U	6db01aeb-7528-4a03-8047-69bcd...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:28:59	15 Sep 2021 10:29:01	00:00:02	End of Session	U	271a2728-b62c-4eff-9da3-f1462d...	
mdc1200id="0x5678" to mdc1200id="0x1234"	15 Sep 2021 10:28:53	15 Sep 2021 10:28:56	00:00:03	End of Session	U	977b84f0-7a3e-41bf-9e3e-144453...	
0x2423ff36-3-noM to Unknown	07 Sep 2021 10:12:06	07 Sep 2021 10:12:11	00:00:05	End of Session	U	1c9327f-abac-4c4a-bf52-a74a3f3...	
0x5AF737E7-1 to Unknown	07 Sep 2021 10:12:03	07 Sep 2021 10:12:06	00:00:03	End of Session	U	2f1591f3-ee8b-45a1-b150-a88915...	

Event Player: 4 of 20 | 15 Sep 2021 10:29:10.650

Master Audio: [Waveform visualization]

Master Tags: 15 Sep 2021 10:28:53.000 | XML
 <metadatas>
 <data name="ChannelID">cham138</data>
 <data name="ChannelType">Radio</data>



Total Recall VR Cockpit has all the functions that you would expect from the user interface of a modern audio logging and call recording system. This includes (and not limited to):

- User configurable and flexible role based access control for all application features and recordings.
- Multiple working modes to best support standalone, single and multiple user environments as well as embedded devices.
- Advanced recording management tools that work on recordings that are stored in different types of recording (media) repositories.
- Natural language search and filter query builder for recordings and audit events.
- Event (incident) reconstructions and replay.
- Live event (incident) monitoring.
- Comprehensive audit log.
- Productivity tools such as an integrated e-mail client, advanced export tools for recordings (media and metadata), recording integrity verification tools and recording archive repair tools.
- Configuration, control and status monitoring of recording services.
- Appliance recorder system configuration, monitoring and repair tools.

All aspects of Total Recall VR Cockpit are touch enabled which makes the application suitable to use with traditional (keyboard/mouse), modern (touch only) and transitional (keyboard/mouse and touch) devices.



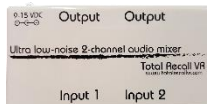
Total Recall VR Cockpit is a licensed application. You must purchase an Activation License in order to use the application.

6. Accessories

6.1. Audio Mixer



The Total Recall VR Audio Mixer Quick Start Guide [8] contains comprehensive description of this accessory.



Total Recall VR Audio Mixer is a low noise 2-channel audio mixer that can combine two audio sources into one.

You can use Total Recall VR Audio Mixer to:

- Combine (mix) a stereo audio signals into a mono signal.
- Combine (mix) the transmit (Tx) and receive (Rx) audio signal of a 2-way radio, repeater or base station.
- Combine (mix) any two line level audio signals into a single line level signal.

Specification:

- 3.5mm TS and RJ12 connector for each input
- Signal level control (gain) for each input
- Redundant line-level output
- 3.5mm TS and RJ12 connector for each output
- 9-15VDC power source centre negative
- Maximum output signal level: +16dBu (with 15VDC power supply)
- Minimum input signal level: -30dBu
- Input impedance: 100Kohm
- Frequency response: 20Hz-20KHz
- Total harmonic distortion: < .005%

Total Recall VR Audio Mixer requires a DC power pack that can produce between 9VDC and 15VDC. This power pack is NOT supplied with the Audio Mixer.

6.2. AMBE Decoder

Total Recall VR AMBE Decoder is a USB device that provides either a single channel or a three (3) channel AMBE decoder license.

The decoder, when installed in a Total Recall VR appliance, enables monitoring and replay of recordings that are encoded in the AMBE format. Once installed in a Total Recall VR appliance, the device becomes an integral part of the appliance and cannot be removed or shared with other Total Recall VR appliances and applications.

Total Recall VR applications, see section 5 Client Applications, require an AMBE decoder as well to monitor and replay recordings that use the AMBE format. The AMBE decoder that is used by Total Recall VR applications can be used by applications on multiple devices, but not at the same time.

7. Support

Total Recall VR appliances and applications are backed by a world-wide network of specialists with advanced technical training that may offer various levels of support. In addition, our direct support service is a fast-response remote support channel that is staffed with experienced and technical support engineers.

7.1. Local Support

Please discuss your support options with a representative from the point of purchase. They may, and should, offer support options that are likely to be tailored to your case when compared to the direct support that we offer as the manufacturer of Total Recall VR products.

7.2. Direct Support

The Total Recall VR direct support service is a fast-response remote support channel that is staffed with experienced and technical support engineers. The service helps customers of all sizes and technical abilities to successfully utilise Total Recall VR appliances and applications.



The Total Recall VR direct support is paid support. You need to provide a valid and active support token when you seek support in order to receive support directly from us for your Total Recall VR product.

Support tokens are valid for one (1) year. A valid and unexpired support token gives you unlimited access to our direct remote support service for the Total Recall VR product that is covered by the support token. On expiry, you can renew support tokens on back-charging basis. Similarly, you can purchase a new support token on back-charging basis at any time after the purchase of a Total Recall VR product.

[End of Document]