



.: www.totalrecallvr.com :.

## Total Recall VR Max Rack

*Quick Start Guide*

**March, 2016**

**Guide Issue 13.0**

**Total Recall VR Release 9.20.0**

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**Prolancer**

**Related Documents:**

- [1] Prolancer Pty Ltd, Total Recall VR web site. Available from:  
<http://www.totalrecallvr.com/>.
- [2] Prolancer Pty Ltd, Prolancer web site. Available from:  
<http://www.prolancer.com.au/>.
- [3] Prolancer Pty Ltd, Total Recall VR Deployment User Guide, 13.0, March 2016
- [4] Prolancer Pty Ltd, Total Recall VR Embedded GUI User Guide, 13.0, March 2016
- [5] Prolancer Pty Ltd, Total Recall VR Remote Manager User Guide, 13.0, March 2016

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## 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.

#### 1.1.2. Typographic Conventions

We use typographic conventions to call attention to specific words and phrases. These conventions, and the circumstances they apply to, are as follows.

Example	Meaning
Select <b>Add</b> to create a new ...	Locate the button or menu item named "Add" on the screen; navigate to it using the [Up] and [Down] keys and then press the [Select] key to initiate the action.
Press [Select] ...	Locate the key named "Select" on the control keypad and then press it.
Enter <i>Commission</i> ...	Locate the field named "Commission" on the screen; navigate to it using the [Up] and [Down] keys and then enter

	a value.
Choose <i>Country</i> ...	Locate the field named "Country" on the screen; navigate to it using the [Up] and [Down] keys and then repeatedly press the [Select] key to select the desired option.
Tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen; navigate to it using the [Up] and [Down] keys and then press the [Select] key to place a visual tick in the box.
Un-tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen; navigate to it using the [Up] and [Down] keys and then press the [Select] key to remove the visual tick in the box.
Enter 3* ...	Enter "3*" using the keys on the numeric keypad.

### 1.1.3. Procedures

We use numbered sequence of steps to define procedures for performing certain tasks. For example:

#### *Procedure Title*

1. This is the first step of the procedure.
2. This is the second step of the procedure.
  - a. This is the first sub-step of step 2.
  - b. This is the second sub-step of step 2.
3. This is step three.

## 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, we would love to hear from you.

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

<http://www.prolancer.com.au/contact/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. Thank You**

Congratulations on your purchase of a Total Recall VR professional audio logging and call recording system. Thank you.

Total Recall VR is a professional audio logging and call recording system which is self-contained, fully featured and cost-effective. Enterprises and governments worldwide use it to create electronic records of many forms of audio communication including telephone, 2-way radio, broadcast radio, public address, room microphones and much more.

### **2.2. About This Guide**

This guide contains information intended to get you recording with your new Total Recall VR as quickly as possible.

However, to enjoy the maximum benefit from your purchase we recommend that you carefully read the following additional documents:

- Total Recall VR Deployment User Guide
- Total Recall VR Embedded GUI user Guide
- Total Recall VR Remote Manager User Guide

### 3. Pre Installation

#### 3.1. Unpacking

Please use care and assistance when unpacking, lifting and moving Total Recall VR.



**DO NOT DROP** Total Recall VR. It contains sensitive electronic components.

Check the box for damage. A crushed box, holes, or water damage, for example, could indicate that Total Recall VR has been damaged. Open the box and inspect Total Recall VR and associated accessories.



If Total Recall VR appears damaged then contact your supplier, or us, right away. Save all packaging and if possible take photos that clearly show the damage to all packaging and Total Recall VR.

Check that you have received the following in the box, in addition to the Total Recall VR:

1. Two power on/off keys.
2. Two hard disk caddy lock keys.
3. Power cord.
4. Cross over network cable.
5. Four cage mounting screws and nuts.
6. Disc that contains Total Recall VR manuals (including this one) as well as Total Recall VR client applications such as Remote Manager.



If items are missing then contact your supplier, or us, right away to arrange replacements.

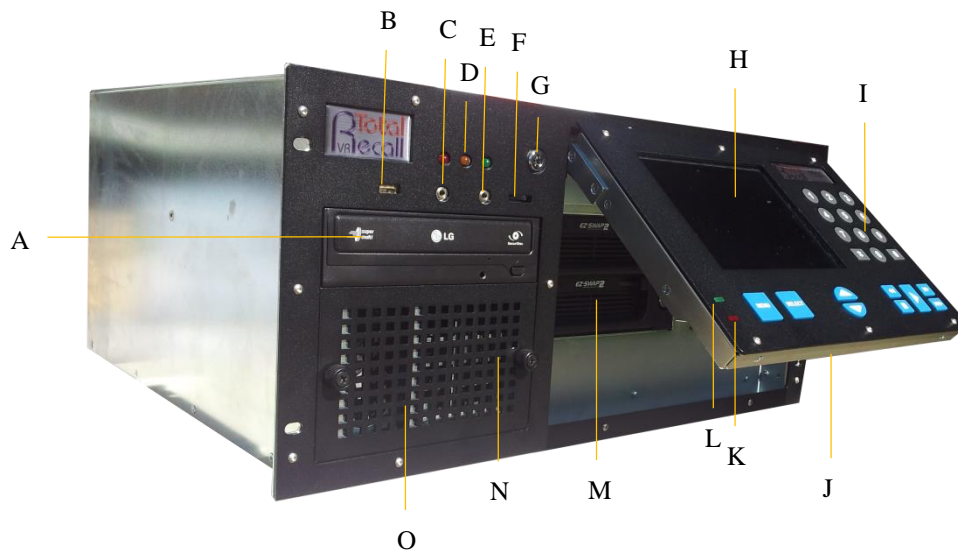




DO NOT misplace the power and disk caddy keys. They are unique to your system. Keep one in a safe place while using the other.

### 3.2. Front Panel

The front panel of your Total Recall VR features a built-in LCD screen which is fitted in an adjustable screen flap, built-in control keypad and easy-swap hard disk caddies.



In summary:

Item	Description	Note
A	DVD R/W disc drive	Use this drive to create archives of recordings on CD and DVD discs.
B	USB 2.0 port	Connect a standard USB key to use as a Total Recall VR archive device.
C	Headphones connector	3.5mm standard headphones connector. Attach headphones to this connector to listen to audio while monitoring or re-playing recordings.
D	Power supply status indicator LEDs	LEDs indicate the status of the power supply.
E	Line-out connector	3.5mm standard audio line-out connector. Connect this output to an external audio amplifier to listen to audio while monitoring or re-playing recordings.
F	Volume control	Adjust the audio volume while monitoring or re-playing recordings.
G	Power on/off key lock	
H	LCD screen	Built-in LCD screen.
I	Control keypad	Built-in custom control keypad.

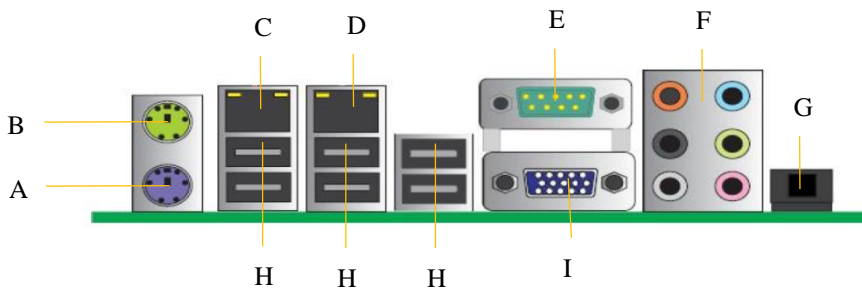
J	Adjustable flap	Move the flap up/down for better viewing experience.
K	Hard disk activity LED	Flashes when the hard disk is in use.
L	Power LED.	Flashes when the screen is in standby mode. Otherwise, always on.
M	Hard disk caddies	Easy swap hard disk caddies. 2 hard disks in RAID 1 configuration.
N	Air filter	
O	Speaker	Built-in 2W audio speaker.

### 3.3. Back Panel

The back panel of your Total Recall VR has a set of standard connectors. In addition, it may have a number of expansion slots which are used, when necessary, to fit hardware for recording audio from different analogue sources as well as calls on ISDN links.

#### 3.3.1. Standard Connectors

The following image shows the standard connectors that appear on the back panel of your Total Recall VR.



In summary:

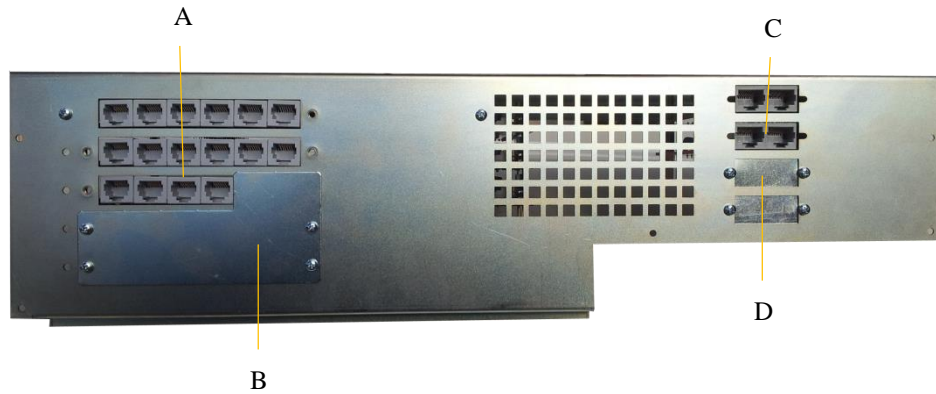
Connector	Description	Note
A	PS2 keyboard port.	Disabled.
B	PS2 mouse port.	Disabled.
C	LAN port	Total Recall VR 'LAN 1' port. We recommend you use this port to connect Total Recall VR to your enterprise LAN.
D	LAN port	Total Recall VR 'LAN 2' port. We recommend you use this port to record VoIP calls.
E	Serial port	Reserved for future use.
F	Audio system in/out ports	Reserved for future use.
G	SPDIF port	Reserved for future use.
H	USB 2.0 ports	Connect a standard USB key to use as a Total Recall VR archive device.
I	VGA port	Disabled.

### 3.3.2. Expansion Slots

Your system may be fitted with hardware necessary to record audio from different analogue audio sources and/or calls on ISDN PRI links. The following images show the different types of expansion slot covers and the possible configurations of the expansion slots.

#### 3.3.2.1. Analogue + ISDN Expansion Slot Cover

This expansion slot cover is fitted by default to systems with analogue and ISDN recording channels.

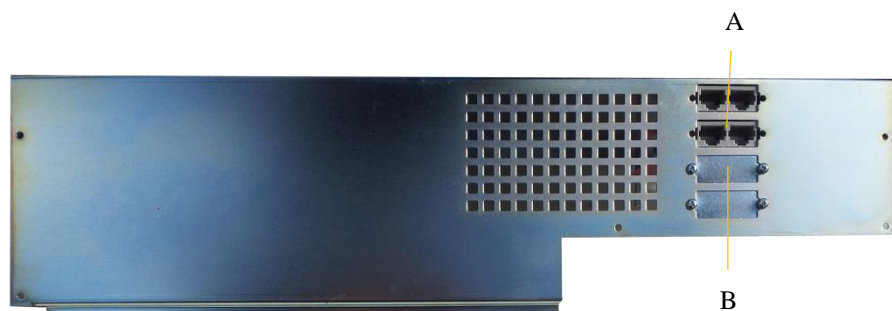


In summary:

Item	Description	Note
A	Analogue channel connectors	Your system supports up to 60 analogue recording channels.
B	Analogue channel expansion slots	Additional analogue recording channels can be fitted.
C	ISDN PRI link tap card slots	Your system can record calls on up to 4 ISDN PRI links
D	ISDN PRI link tap card expansion slots	Additional tap cards can be fitted.

#### 3.3.2.2. ISDN Expansion Slot Cover

This expansion slot cover is fitted to systems with ISDN recording channels.

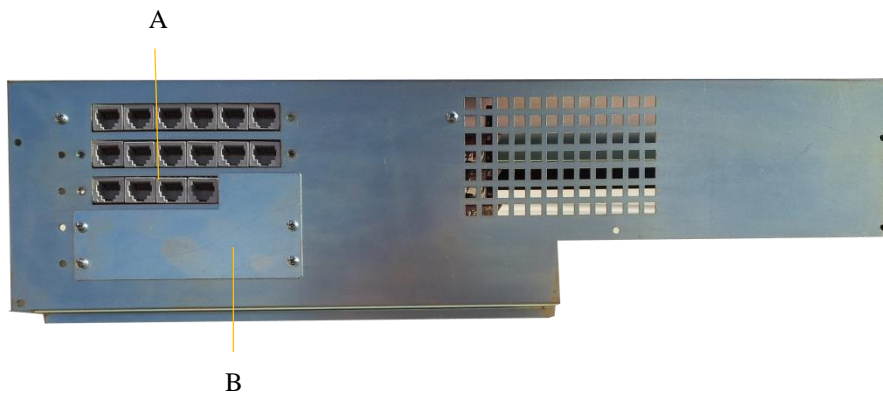


In summary:

Item	Description	Note
A	ISDN PRI link tap card slots	Your system can record calls on up to 4 ISDN PRI links
B	ISDN PRI link tap card expansion slots	Additional tap cards can be fitted.

### 3.3.2.3. Analogue Expansion Slot Cover

This expansion slot cover is fitted by default to systems with analogue recording channels.



In summary:

Item	Description	Note
A	Analogue channel connectors	Your system supports up to 60 analogue recording channels.
B	Analogue channel expansion slots	Additional analogue recording channels can be fitted.

### 3.3.2.4. Blank Expansion Slot Cover

This expansion slot cover is fitted to systems with VoIP recording channels only.



## 3.4. Colour LCD Screen

The colour LCD screen is the main display which shows the various screens that are part of the Embedded Graphical User Interface (GUI) [4].

The screen has a built in mechanism that extends the life of the screen. The screen backlight turns off automatically after 5 minutes of inactivity on the control keypad.



Press any key on the control keypad to turn the screen backlight on at any time.

### 3.5. Control Keypad

Total Recall VR uses a custom control keypad.



The following table has a complete summary of all key functions:

Key	Context	Function
[Menu]	A main screen	Navigates (cycles) between the three main screens: Logging, Search and Options Menu.
	Dialog window	Automatically moves the cursor to either the <b>OK</b> or <b>Cancel</b> button, saving keystrokes.  Note that it does not actually activate the function that is attached to the button. The [Select] key does this.
[Select]	Button	Activates the function attached to the button.
	Check box	Toggles the state of the check box.
	Input field	Cycles through the set of pre-defined values if the input field has a set of pre-defined values.

	Recording on the Logging Screen	Toggles (start/stop) live real-time monitoring of a recording in progress
	Recording on the Search Screen.	Starts replay. Same as pressing the [▶] key.
[▲]	Recording list	Moves the screen cursor to the recording before the current one.
	Dialogs	Moves the screen cursor to the previous GUI control or button.
[▼]	Recording list	Moves the screen cursor to the recording after the current one.
	Dialogs	Moves the screen cursor to the next GUI control or button.
[▶]	Recording on the Search Screen.	Starts re-play.
	Active re-paly.	Pauses re-play.
[▶▶]	Active re-play.	Fast forwards.
	Recording on the Search Screen.	Shows the next group of 1000 recordings that are younger (start time) than the group already on the display.
[▶▶▶]	Active re-play.	Double speed fast forward.
[◀◀]	Active re-play.	Rewinds.
	Recording on the Search Screen.	Shows the next group of 1000 recordings that are older (start time) than the group already on the display.
[■]	Active re-play.	Stops re-play.
	A main screen	Locks the user interface and logs out the current user.
[0] to [9]	Entry field	Inputs the digit specified on the key.
[*]	Entry field	Inputs *.
	Recording on the Logging or Search Screen.	Tags or un-tags the recording.
[#]		Not used.

## 4. Installation



If a ruling is required on the legality of recording in your country, please seek legal advice.

This product must not be used for illegal or unauthorised recording purposes.

### 4.1. Safety Information

Always follow basic safety precautions when installing Total Recall VR to reduce the risk of injury from electrical shock and fire.



**WARNING:** Potential shock hazard. Total Recall VR must be installed by qualified person.

Observe the following:

1. Read and understand all instructions in Total Recall VR guides.
2. Observe all warnings and instructions marked on the product.
3. Use only grounded electrical outlet when connecting Total Recall VR to a power source. If you are unsure the outlet is grounded, then have a qualified electrician check it.
4. First connect Total Recall VR to grounded outlet, and only then connect the appropriate interface lines.
5. Do not touch the contacts on the ends of any cables used with Total Recall VR. If any cable becomes damaged, then have it replaced immediately.
6. Shut down and unplug Total Recall VR from telephone jacks, and then from power outlets, prior to moving or cleaning.
7. Do not open Total Recall VR. There are no user serviceable parts inside Total Recall VR. Refer all servicing to qualified personnel.

### 4.2. Notices

Please read the following compliance and warning statements for this product.



### ***EN550022 Warning***

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take adequate measures.

### ***FCC Title 47 Part 15 Compliance Statement***

The following compliance statement pertains to Federal Communications Commission Rules 47 CFR 15.105:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

**CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY Prolancer Pty Ltd COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.**

**Note:** This equipment has been tested and found to comply to the limits for Class A digital devices pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

### ***FCC Title 47 Part 68 Registration***

The analogue interface of this device complies with FCC Rules, Part 68, and the requirements adopted by ACTA. On this equipment is a label that contains, among other information, the FCC Part 68 registration number. If requested, this number must be provided to the telephone company.

#### **REN**

The ringer equivalence number (REN) is used to determine the quality of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

**NOTE:** RENs are associated with loop-start and ground-start ports. It is not used for E&M and digital ports. **The REN assigned to the analogue interface of this device is 1.5B.** If requested, this information must be given to the telephone company.



## Service

In the event of equipment malfunction, all repairs should be performed by **Prolancer Pty Ltd** or an authorized agent. It is the responsibility of users requiring service to report the need for service to **Prolancer Pty Ltd** or to one of our authorised agents. Service can be facilitated through our office at:

*Prolancer Pty Ltd*  
*2/34a Olive Street*  
*Kingsgrove NSW 2208*  
*Australia*  
 Email: [trvr@prolancer.com.au](mailto:trvr@prolancer.com.au)

The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

## Facility Interface Information

In order to connect registered terminal equipment to the telephone company lines, the terminal equipment must utilize an FCC registered jack. Standardised jacks are used for this equipment. The following table contains Facility Interface Code (FIC), Ringer Equivalence Number (REN), Service Order Code (SOC) and network jack information for the equipment.

Port Identifier	FIC	REN	Network Jack
Line 1 to 72	N/A	1.5B	RJ11C
Link 1 to 4	N/A	N/A	RJ48C

The **analogue interface** connects to the Public Switched Telephone Network through a FCC registered NCTE that specifies the type of network jack to be used.

## Disruption to the Network

If this device *disrupts* the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.

## Electrical Safety Advisory

While this device *is* fully compliant with FCC rules and regulations, it is recommended that an alternating current (AC) surge arrestor of the form and capability suitable for the model purchased be installed in the AC outlet to which the **Prolancer Pty Ltd** products are connected. Consult with your distributor as to the surge protector requirements for your equipment.

## PTC200 Warnings

8.1.8 Call logging (automatic set-up).

(b) “The call log incorporated in this equipment does not record all answered calls. The call log, therefore, may not agree with the Telecom account which may include calls not shown on the log.”

#### 8.5 Recording functions.

(c) “All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used and what is disclosed to any other party.”

#### *Pan-European Approval*

The analogue interface of this device has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In the event of problems, you should contact your equipment supplier in the first instance.

This device is designed to work on any network. This device is not dependent on physical and software switch settings. If this device is to be used outside of your area or different network, contact your vendor.

### **4.3. General**

Total Recall VR is computer equipment and in general has the same physical and electrical requirements as computer servers. Attention should be paid to their environment to assure long life and reliable operation.

### **4.4. Location**

When choosing a location for your Total Recall VR, consider the following:

- **Convenience.** Make the unit accessible to operators and service personnel who need to access the embedded display and control keypad.
- **Security.** User with access to the unit can remove power, disconnect other cables, monitor and play recordings, create archives and possibly compromise the recordings on Total Recall VR in other ways. Logins are no protection against determined attackers with physical access to the unit.

- **Operating environment.** Total Recall VR requires adequate cooling, clean and always on power source, vibration and shock free surface and protection from liquids.



DO NOT place Total Recall VR in an enclosed cupboard, a damp or dusty room or location with direct exposure to sunlight. Doing so will severely reduce the lifetime of your new Total Recall VR and void the warranty.

#### 4.5. AC Power

Total Recall VR uses “universal” power supplies. This means you can plug Total Recall VR into any line (mains) voltage from 100 Volts to 240 Volts AC nominal.

However, to prevent unplanned shutdowns caused by power glitches or interruptions, we strongly recommend the use of an Uninterruptible Power Supply (UPS) unit.

Use only grounded electrical outlet when connecting Total Recall VR to a power source. If you are unsure the outlet is grounded, then have a qualified electrician check it.

#### 4.6. Local Area Network

Connect Total Recall VR to an Ethernet network by attaching a network cable between the RJ45 jack (with label LAN 1 or LAN 2) on the back of Total Recall VR and a network switch. Use a standard CAT5, or equivalent, straight through cable.

Alternatively, use a crossover cable to isolate Total Recall VR from your network and connect it directly to the network connection of a PC (without using a switch). The default configuration of the Total Recall VR LAN network interface is:

	LAN 1	LAN 2
<b>IP Address</b>	192.168.1.100	192.168.2.100
<b>Netmask</b>	255.255.255.0	255.255.255.0
<b>VLAN ID</b>	Not set	Not set

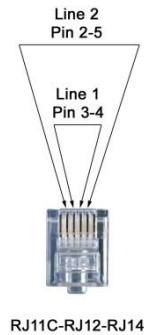
#### 4.7. Analogue Signal Sources

Total Recall VR uses a purpose built interface card to capture audio from different types of analogue sources including:

1. Analogue telephone lines.
2. Outputs of a digital-to-analogue converter (DAC).
3. Analogue signal sources with 2-wire output.

Total Recall VR does not interact with the analogue signal on the lines in any way, unless its configuration specifies to inject a recording ‘beep’ tone.

The interface cards use RJ11C/RJ12/RJ14 (6P6C) connectors. Each connector has two input lines, one line on pins 3 and 4 and another on pins 2 and 5 as shown on the following diagram.



**Figure 1: Analogue Connector Pin Assignment**

Analogue line and recording channel numbering starts with the input lines on the left-most connector where recording channel 1 and 2 map to input line 1 and 2 on the first connector. The numbering then continues in lots of 2 with every adjacent connector.

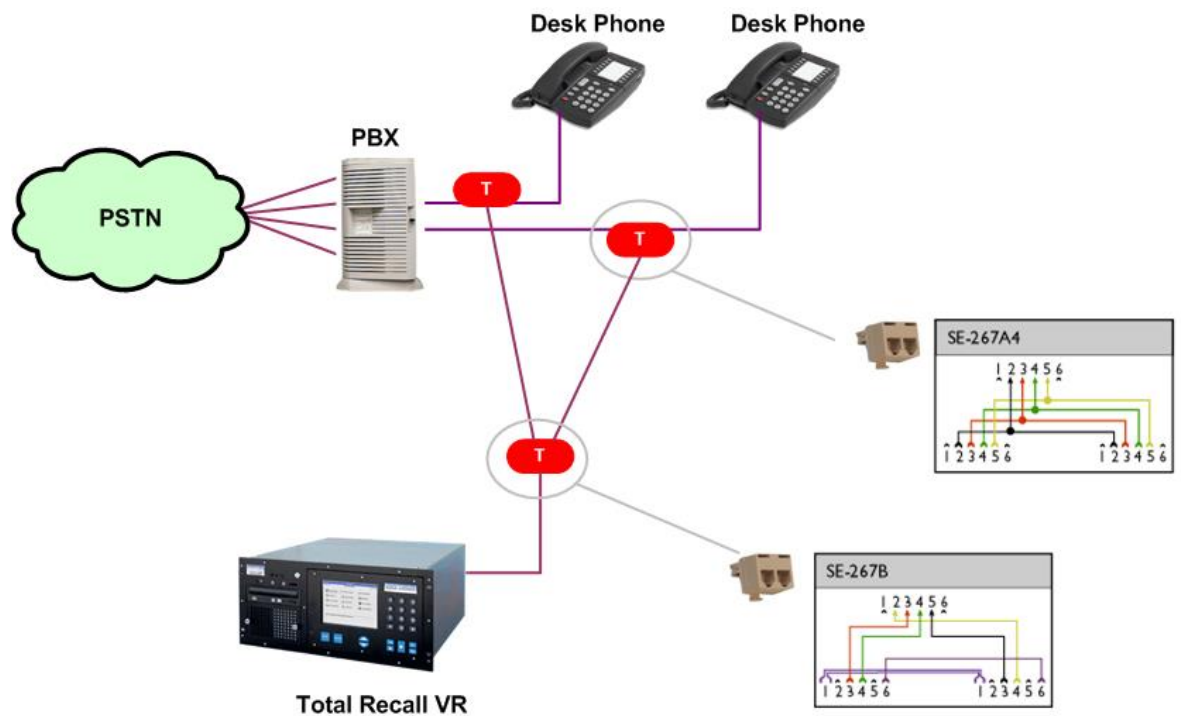
The easiest way to connect Total Recall VR to the analogue telephone lines in order to record telephone conversations is to use “T” adapters which are readily available from your local cable and accessories store.

The following diagram shows the connections between your telephones and PBX before you connect Total Recall VR.



**Figure 2: Analogue Telephone Connections (before)**

The following diagram shows the connections after you connect Total Recall VR with readily available “T” adapters.



**Figure 3: Analogue Telephone Connections (after)**

Use a 267B “T” adapter to connect two analogue telephone lines to a single connector on the Total Recall VR. In addition, use a 267A4 “T” adapter to connect every telephone to the PBX as well as the 267B “T” adapter which in turn will connect the telephone line to the Total Recall VR.

There are other ways to connect Total Recall VR to analogue telephone lines and other analogue signal sources as explained in detail in the Total Recall VR Deployment Guide [3].

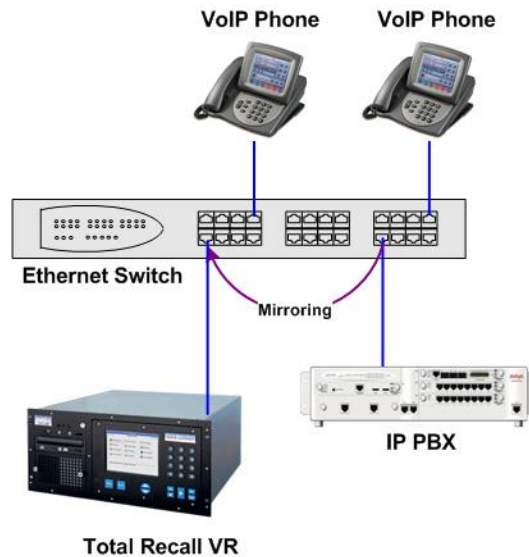
#### 4.8. VoIP Networks

Total Recall VR uses a software based VoIP packet collector which is capable of detecting, extracting and then processing SIP, H.323 and RTP packets when connected to an Ethernet link.

The packet collector does not interact with the packets on the Ethernet link. It does not add, remove or modify packets. It simply detects and takes a copy of each packet for further processing.

Each Total Recall VR is equipped with single VoIP packet collector capable of collecting VoIP packets from a single Ethernet link.

Ethernet switch SPAN port (or port mirroring as it is otherwise known) is by far the cheapest and easiest way to connect a Total Recall VR to a VoIP network for the purpose of recording. Even if your current Ethernet switch does not support it, myriad other switches, which cost few hundred dollars only, do support it.



**Figure 4: SPAN Port for VoIP Call Recording**

SPAN ports may be the cheapest and easiest way to start recording VoIP calls; however, in some cases it may be necessary to use other methods in order to record all VoIP calls on the network. The Total Recall VR Deployment Guide [3] explains all techniques in detail.

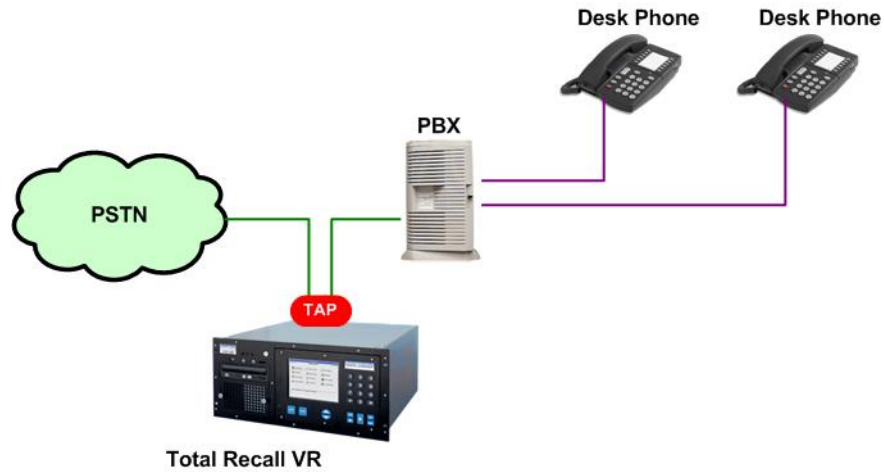
#### 4.9. ISDN Networks

Total Recall VR uses a purpose built, high-impedance, ISDN PRI link (E1 or T1) tapping card to capture signalling and audio on ISDN PRI links. This interface does not interact with the calls and audio on the links in any way.

Total Recall VR may be equipped with up to four tap cards. You can connect only one ISDN PRI link to each tap card. As a result, the number of tap cards determines the number of ISDN PRI links that you can connect to Total Recall VR.



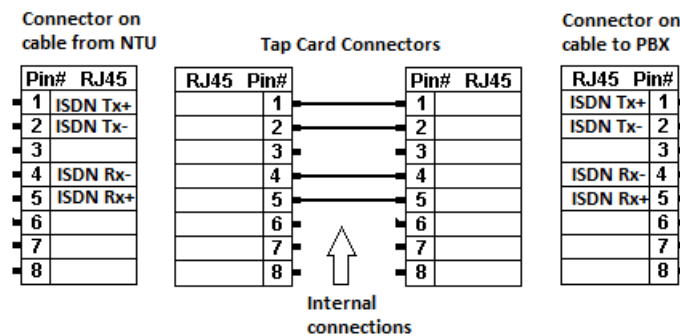
**DO NOT** connect ISDN BRI (2B +D) links to Total Recall VR. Total Recall VR can only record calls on ISDN PRI (E1/T1) links.



**Figure 5: ISDN Call Recording on an ISDN PRI Link**

Tapping cards use two RJ45 (8P8C) connectors to tap an ISDN PRI link. Pins 1, 2, 4 and 5 of each connector are connected directly to each other. This provides a pass-through connection for the ISDN PRI link when connected to a tapping card. As a result, ISDN PRI links remain fully operational when connected to tap cards even when Total Recall VR is not powered.

The following figure shows the internal connections between the two RJ45 connectors on the tapping card. In addition it shows how to wire the connectors of the cables from the NTU and to the PBX that will connect to the RJ45 connectors on the tapping card.

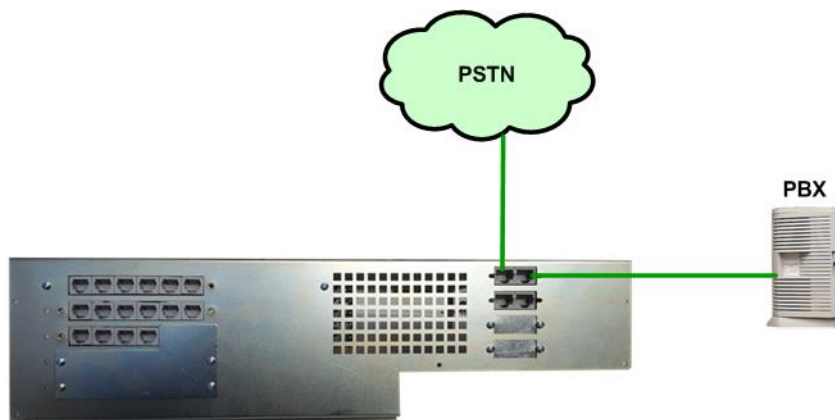


**Figure 6: Tapping Card Connector Pin Allocation**

To connect an ISDN PRI link to a tapping card on a Total Recall VR:

1. Connect the power cable to the Total Recall VR. This ensures that the earthing protection is in place during the rest of the procedure.
2. Disconnect the ISDN cable from the PBX by unplugging the cable from the port that it connects to on the PBX.
  - a. In most cases, and if the Tx pair is connected to pins 1 and 2 and the Rx pair is connected to pins 4 and 5, you can simply connect this cable to a RJ45 connector on the tapping card.

- b. If the Tx pair is NOT connected to pins 1 and 2 and/or the Rx pair is NOT connected to pins 4 and 5, you must create a custom cable and connect that cable between the NTU and the tapping card.
3. Again, in most cases, and if the Tx pair is connected to pins 1 and 2 and the Rx pair is connected to pins 4 and 5, you can use a straight-through LAN cable, to connect the other RJ45 connector on the same tapping card to the ISDN port of the PBX.
  - a. However, if the ISDN port on the PBX uses different pins for the Tx and Rx pair, then you must create a custom cable and connect that cable between the tapping card and the PBX.



*Figure 7: ISDN Link Connection*

#### 4.10. Headphones

Optionally, connect headphones to the standard stereo audio jack (three conductor, 3.5mm jack) on the front panel.

Most headphones that are suitable for your PC will work with Total Recall VR. The volume of the audio can be adjusted to a comfortable level with the front panel volume control.

#### 4.11. Audio Amplifier

A line-level audio output is available from an audio jack (three conductor, 3.5mm jack) on the front panel.

Optionally, connect an external audio amplifier, recorder or your PC audio input to it.

#### 4.12. USB Key

Your Total Recall VR is equipped with a number of USB 2.0 ports, one located on the front panel and others on the back panel. You can connect a USB key to any of the ports and use it to archive recordings.



Total Recall VR can archive to one USB key or disk drive at a time.



If you connect multiple USB keys/disk drives, then Total Recall VR will write archives to the key/drive that you connected FIRST.

To write archives to a specific key/drive, first disconnect all USB keys/drives and then connect the one that Total Recall VR should write to.

## 5. Configuration

### 5.1. Default Configuration

Every Total Recall VR leaves the factory with a default configuration which enables it to start recording the minute it is powered up.

In summary the default configuration is:

- The display language is set to English.
- The ID of the Total Recall VR is set to 1. If you have multiple Total Recall VRs we recommend that you assign a different ID to every Total Recall VR.
- The time zone is set to Australian Eastern Standard Time. The time and date are set to the current time and date in Sydney, Australia. We recommend that you change the time zone before starting to record.
- The default passwords for the administrator and the standard user are set to '0000'. We recommend that you change both to improve the security of Total Recall VR.
- The LAN 1 interface has an IP address of 192.168.1.100/24.
- The LAN 2 interface has an IP address of 192.168.2.100/24.
- The Remote Manager Interface accepts connections from client applications on IP address 192.168.1.100 and TCP port 10010.
- All recordings will be kept when recorded irrespective of their duration.
- Recordings will not be deleted based on their age, but will be deleted when the occupancy of the disks reaches 95% or more, or the number of recordings in reaches 350,000 or more.
- All audio that is recorded on the analogue channels will be kept, irrespective of the duration of recordings. The recording trigger is VOX (audio signal level) with 15 second timeout. DTMF detection is on. Generation of recording "beep" tone is disabled.
- All SIP calls that are detected on the network that is connected to the LAN 2 interface will be recorded and kept. The duration of recordings of SIP call is capped at 2 hours.
- All calls that are detected on ISDN PRI E1 links that are connected to Total Recall VR will be recorded and kept.
- Automatic archiving of recordings is not enabled.

The following list is a summary of the default factory configuration.

#### *General Settings*

Language	English
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---

**Time & Date**

Use NTP	No
NTP Address 1	0.0.0.0
NTP Address 2	0.0.0.0
Date	Current date in Sydney, Australia
Time	Current time in Sydney, Australia
Time Zone Area	Australia
Time Zone City	Sydney

**User Session**

Enable Timeout	Yes
Idle Timeout	2 minutes

**Recent Calls**

Update Period	10 seconds
Records to Show	50

User Password 0000

Administrator Password 0000

***Call Settings***

Disable Compression	No
Min. Call Length	Ignore
Max. Call Length	60 minutes
Max. Call Lifetime	Ignore
VOX Timeout	15 seconds
Recording Period	Not set (always recording)

***Network Settings***

Default Gateway	Not set
Name Server (DNS)	Not set
Host Name	Not set

**LAN 1**

IP Address	192.168.1.100
Netmask	255.255.255.0
VLAN ID	Not set

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**LAN 2**

IP Address	192.168.2.100
Netmask	255.255.255.0
VLAN ID	Not set

***Extension Settings***

Enable Monitoring	Yes
Recording Mode	Record by Default
Enable Phone Keys	No
Start Recording Phone Key	*11
Stop Recording Phone Key	*22

***License Settings***

The parameters in this group are pre-configured with valid licenses.

***Analog Settings***

Channel	Unique number as assigned by the system
Trigger	VOX 4
Beep	Off
DTMF	On
Extension	Not assigned

***ISDN Settings***

Line Interface	E1
Line Frame	CRC4
Line Code	HDB3
Protocol	EuroISDN E1
D Channel	16
B Channels	30
Dial Plan	National
Local Dial Plan	National
Country Code	Australia

***VoIP Settings***

Signalling Type	SIP
Connection Type	Local
Connector	LAN 2

TRVR Port	10020
TRVR IP Address	192.168.2.100
Limit Calls To	2 hours
Trace Signalling	No
Proxies/Gateways	None specified

***Archive Settings***

Reminder	No
Auto Archive Every	No
Archive Device	Disc

***Maintenance***

## System Information

Recorder ID	1
-------------	---

***Remote Manager***

Use Dial-up	No
IP Address	192.168.1.100
Base Port	10010
Hostname	Not set
Maximum Sessions	5
Session Duration	2 hours

**5.2. Pre-Recording Configuration**

Your Total Recall VR will operate with its default configuration.



However, we strongly recommend that at minimum you change the following configuration in order to customise Total Recall VR to your business environment BEFORE you start recording.

***General Settings***

## Time &amp; Date

Date	Set it to your current date
Time	Set it to your current time

Time Zone Area	Set it to your time zone area
Time Zone City	Set it to your city
User Password	Change the password to improve security
Administrator Password	Change the password to improve security

***Network Settings***

Default Gateway	Set it to the IP address of your gateway
Name Server (DNS)	Set it to the IP address of your DNS

**LAN 1**

IP Address	Set it to an IP address for your network
Netmask	Set it to the netmask for your network
VLAN ID	Set it to the VLAN ID for your network

**LAN 2**

IP Address	0.0.0.0
Netmask	0.0.0.0
VLAN ID	Not set

***ISDN Settings***

Line Interface	Set to the same setting on your PBX for the link
Line Frame	Set to the same setting on your PBX for the link
Line Code	Set to the same setting on your PBX for the link
Protocol	Set to the same setting on your PBX for the link
D Channel	Set to the same setting on your PBX for the link
B Channels	Set to the same setting on your PBX for the link
Dial Plan	Set to the same setting on your PBX for the link
Local Dial Plan	Set to the same setting on your PBX for the link
Country Code	Set to the same setting on your PBX for the link

***VoIP Settings***

Signalling Type	Set to SIP or H.323
-----------------	---------------------

***Maintenance***

System Information	
Recorder ID	Set it to a unique ID if you have multiple recorders



We recommend that you restart Total Recall VR after completing the pre-recording configuration.

## 6. Basic Operation

Total Recall VR has an embedded Graphical User Interface (GUI). The Total Recall VR Embedded GUI guide [4] explains this interface in great detail. This section contains a summary.

The GUI has 3 main screens: Logging Screen, Search Screen and Options Menu Screen. Use the [Menu] key to switch from one screen to another as shown on the subsequent figure.

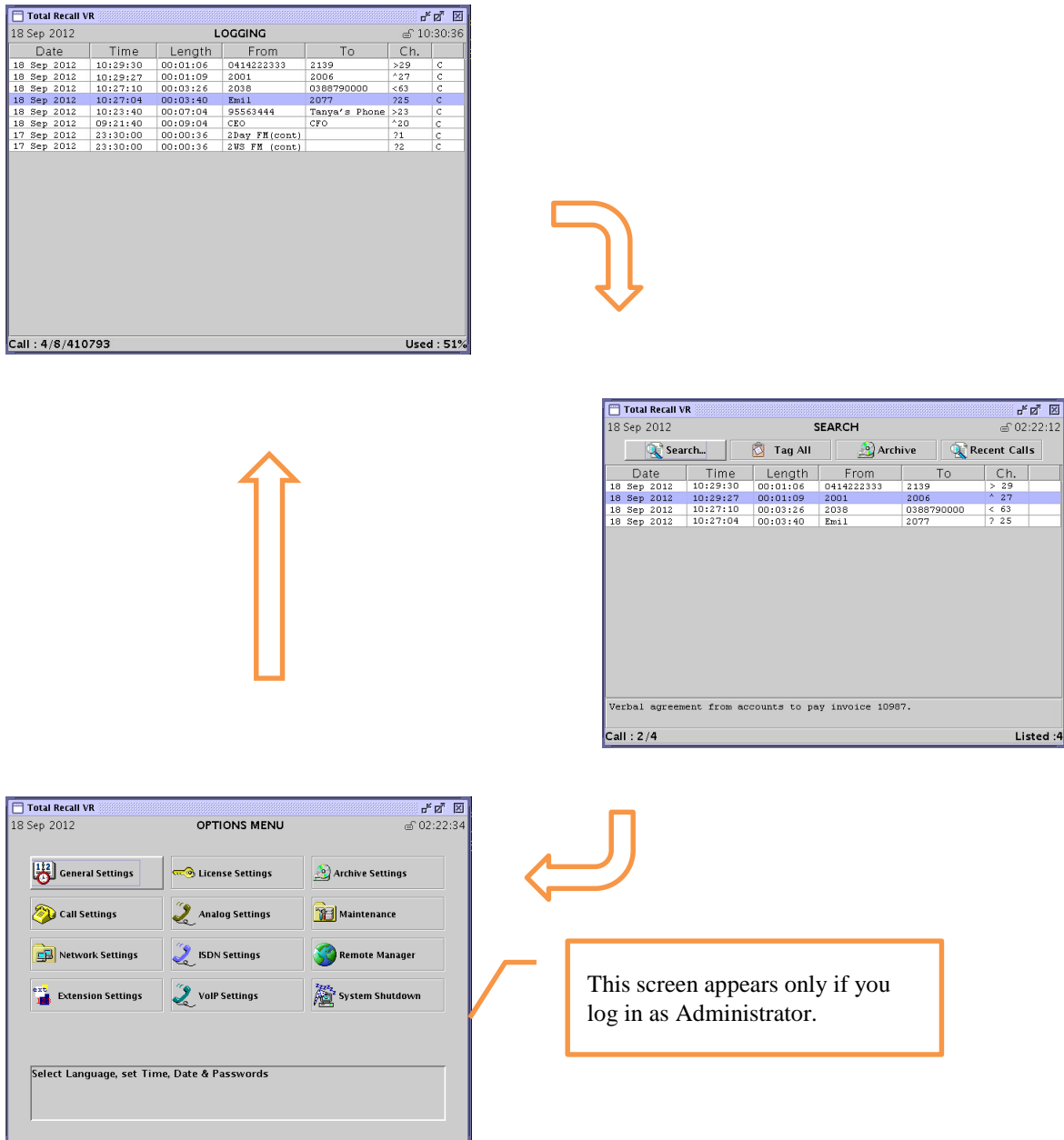


Figure 8: Embedded GUI Main Screens

Access to the Options Menu Screen is restricted to Administrator users. This screen is NOT shown to standard Users.



Total Recall VR shows the Logging Screen by default. By default, this screen displays recordings in progress, in reverse start time order (latest, or most recent, on top).

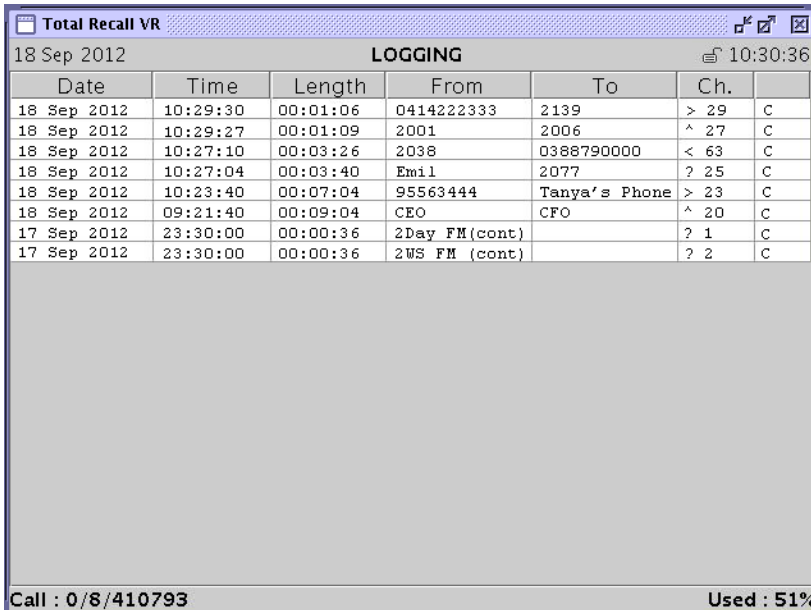
The Search Screen makes provisions for searching, playing and archiving recordings. By default this screen shows the result of the last search, in reverse start time order (latest on top).

The Options Menu Screen makes provisions for system configuration and maintenance. Configuration and maintenance activities are organised in groups, each represented by its own button on this screen.

## 6.1. Recording

You do not need to interact with the embedded GUI in any way to log audio or record calls. Total Recall VR automatically records as instructed by its configuration.

Recordings that are in progress, and while in progress, are shown on the Logging Screen.



The screenshot shows a window titled 'Total Recall VR' with a 'LOGGING' header. The window displays a table of recordings with columns for Date, Time, Length, From, To, Ch., and a status column. The table contains 10 rows of data. At the bottom of the window, it shows 'Call : 0/8/410793' and 'Used : 51%'.

Date	Time	Length	From	To	Ch.	
18 Sep 2012	10:29:30	00:01:06	0414222333	2139	> 29	C
18 Sep 2012	10:29:27	00:01:09	2001	2006	^ 27	C
18 Sep 2012	10:27:10	00:03:26	2038	0388790000	< 63	C
18 Sep 2012	10:27:04	00:03:40	Emil	2077	? 25	C
18 Sep 2012	10:23:40	00:07:04	95563444	Tanya's Phone	> 23	C
18 Sep 2012	09:21:40	00:09:04	CEO	CFO	^ 20	C
17 Sep 2012	23:30:00	00:00:36	2Day FM(cont)		? 1	C
17 Sep 2012	23:30:00	00:00:36	2WS FM (cont)		? 2	C

*Figure 9: Logging Screen with Recordings in Progress*

## 6.2. Monitoring

To monitor recordings in progress, in real time, first navigate to the Logging Screen with the [Menu] key.

Use the [▲] and [▼] keys to navigate to the row that shows the details of the recording that you wish to listen to.

Press the [Select] key to start monitoring.

The following will happen when you start monitoring:

- The row that shows the details of the recording will move to top of the table from its sort position according to start time and it will remain highlight.

- “[Monitoring]” will appear at the centre bottom of the Logging screen.
- Audio will be heard from the built-in speaker, or head phones if connected.

Press the [Select] key to stop monitoring.

Date	Time	Length	From	To	Ch.	
18 Sep 2012	10:29:30	00:01:06	0414222333	2139	> 29	CM
18 Sep 2012	10:29:27	00:01:09	2001	2006	^ 27	C
18 Sep 2012	10:27:10	00:03:26	2038	0388790000	< 63	C
18 Sep 2012	10:27:04	00:03:40	Emil	2077	? 25	C
18 Sep 2012	10:23:40	00:07:04	95563444	Tanya's Phone	> 23	C
18 Sep 2012	09:21:40	00:09:04	CEO	CFO	^ 20	C
17 Sep 2012	23:30:00	00:00:36	2Day FM(cont)		? 1	C
17 Sep 2012	23:30:00	00:00:36	2WS FM (cont)		? 2	C

Call : 1/8/410793      [Monitoring]      Used : 51%

*Figure 10: Logging Screen with Monitoring in Progress*

Total Recall VR remembers the channel number of the recording channel when you start monitoring, but not stop it while recording is in progress. And if a new recording starts on the same channel, Total Recall VR automatically start monitoring the new recording.

This is not useful for recordings on VoIP and ISDN recording channels as these recording channels are allocated dynamically to calls. However, it may prove very useful for recordings on analogue channels where one-to-one mapping exists between audio sources and recording channels.

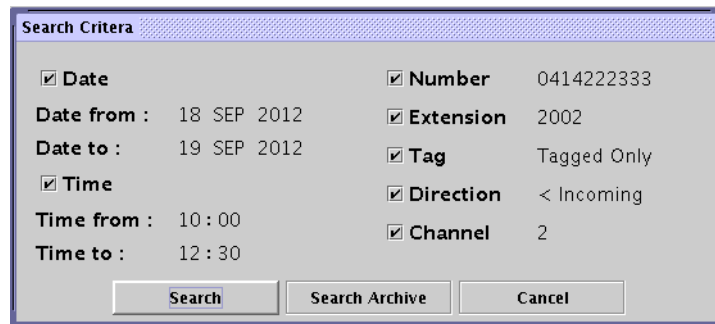
For example, if you start monitoring a recording in progress that is using analogue recording channel 1, and not stop it while it is in progress, then monitoring continues when the next recording starts on analogue recording channel 1.

### 6.3. Searching

The embedded GUI makes provisions for searching for recordings that reside on the system itself, recordings that are stored on archive discs (CD, DVD or BD), recordings that are stored in archives located on a USB key or disk drive, and recordings that are stored in a pre-defined network archive.

To locate recordings that have completed first navigate to the Search Screen with the [Menu] key.

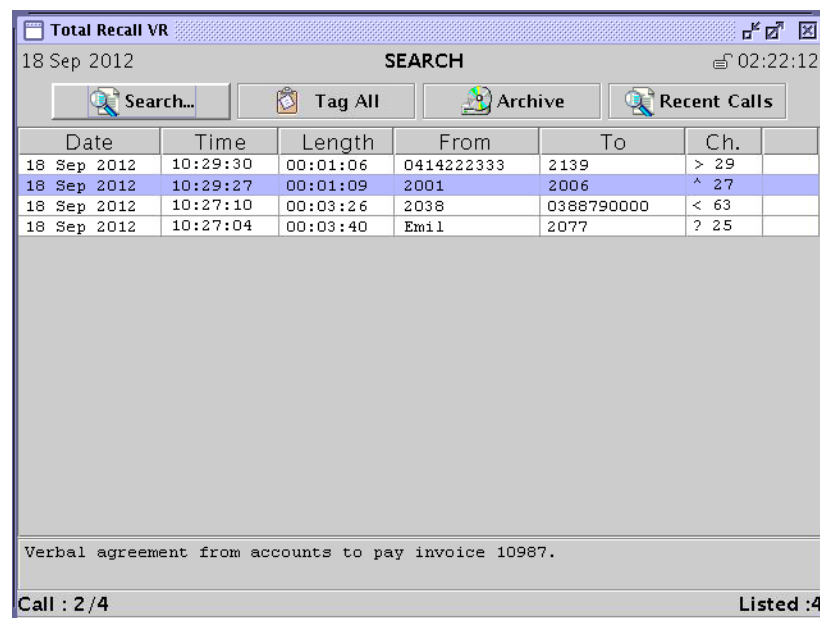
Then, select **Search ...** to display the Search Criterion dialog and define the search criterion by ticking (to include) and entering values for various search parameters.



*Figure 11: Search Criterion Dialog*

Finally, select **Search** to search recordings that reside on the system itself, or select **Search Archive** to search recordings that reside on an archive disc or in a network archive.

The search will identify all recordings that match the search criterion and display them sorted in reverse order of start time, i.e. latest recording on top.



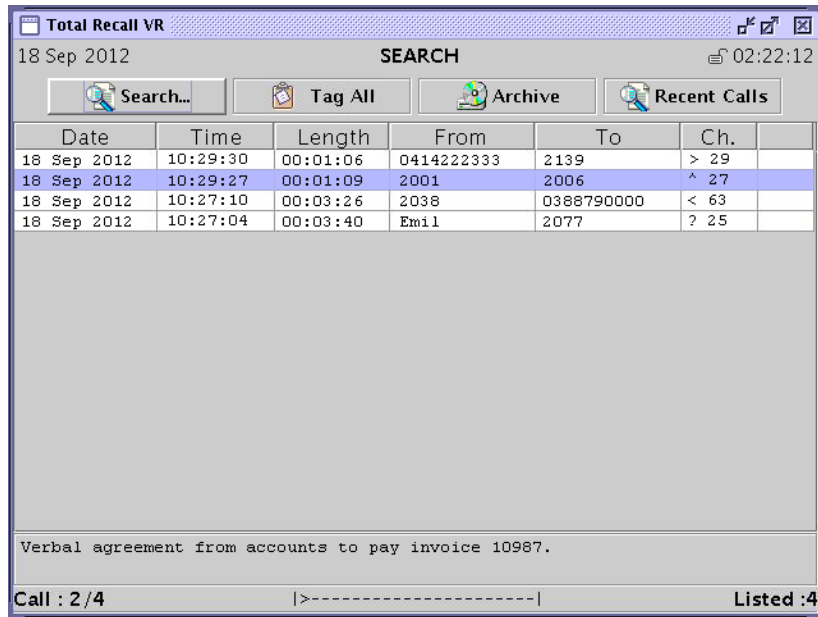
*Figure 12: Search Screen with Search Result*

If the search results in 1000 recordings or less, then all recordings will be shown. However, due to screen space limits, only the 25 or so will be visible. Use the [▲] and [▼] keys to view rows that are not visible.

#### 6.4. Playing

To play a recording, first navigate to the Search Screen using the [Menu] key and search for it. Section 6.3 Searching explains searching.

Use the [▲] and [▼] keys to position the screen cursor on the row that shows the details of the recording that you wish to play and then press the [▶], or the [Select], key to start playing.



*Figure 13: Search Screen when Playing a Recording*

While playing is in progress you can use the [▶▶], [▶▶▶] and [◀◀] keys to fast forward, fast forward at double speed and rewind respectively. In additions, while playing is in progress you can use the [▶] key to pause and re-start playing.

Press the [■] key to stop playing.

## 6.5. Archiving

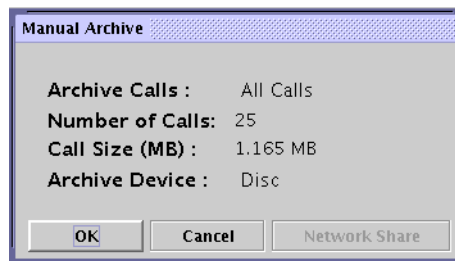
The embedded GUI makes provisions for on-demand and automatic archiving.

### 6.5.1. On-Demand

To archive a user defined set of recordings on-demand, first navigate to the Search Screen using the [Menu] key.

Optionally, perform a search that identifies the recordings that you wish to archive. Section 6.3 Searching explains searching. You can skip this step if you wish to archive all recordings.

Select **Archive** to display the Manual Archive dialog which makes provisions for specifying the set of recordings that you wish to archive as well as the archive device (disc, network share ...).



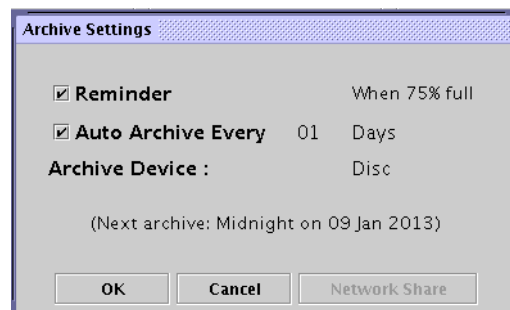
*Figure 14: Manual Archive Dialog*

Finally, start archiving. If you are archiving to disc, then you may have to insert new discs as archiving progresses.

### 6.5.2. Automatic

Unlike on-demand archiving, automatic archiving is a “set and forget” operation. Well mostly – you must replace full discs and make space on network disks as they become full.

To start automatic archiving all you need to do is enable and configure automatic archiving using the *Archiving Settings* on the Options Menu Screen.



*Figure 15: (Automatic) Archive Settings Configuration Dialog*

## 6.6. Configuration

To configure Total Recall VR, use the buttons provided on the Options Menu Screen. Note that you need to log in with the password for the Administrator user to access the Options Menu Screen.

## 7. Preventative Maintenance

Total Recall VR requires minimal preventive maintenance to ensure maximum performance.

### 7.1. Air Filter

As with most computing devices, Total Recall VR has a fan that provides air flow through the system to keep it at operating temperature. However, unlike most computing devices, the air that enters the system is kept clean by a filter.

Every 3 months or so the embedded GUI will display a message and start generating an audible beep to alert you to the fact that it is time to check and clean the filter.



*Figure 16: Clean Filter Reminder Dialog*

Select **OK** to dismiss the dialog. However, at this point in time the filter should be washed in warm soapy water, and then rinsed thoroughly and allowed to dry completely prior to being replaced.



New filters are available from us or your local Total Recall VR supplier.

### 7.2. Hard Disks

The hard disks are the hardest working component in Total Recall VR. Information is constantly written to and read from the disks.

The average life expectancy of the hard disks is 5 years. However, as with any electronic and mechanical technology, the disks in your system may last much longer or much less.

We recommend that you replace the disks in your system every 4 years or so. You can purchase suitable disks from us or your local Total Recall VR supplier.

### 7.3. Disk Space

Total Recall VR manages disk space automatically.

Total Recall VR has an in-built auto cleaning function which ensures that it has enough free disk space in it to continue recording endlessly.



A working archiving strategy must be implemented to avoid losing recordings as a result of auto-cleaning.

In general, the auto-cleaning function automatically deletes recordings when the number of recordings reaches more than 350,000, or the disk occupancy reaches 95% whichever occurs first. It removes oldest first recordings until the number of recordings reduces to 300,000 or less and the disk occupancy is below 88%.

### 7.4. Orderly Shutdown

Total Recall VR must be powered down in an orderly fashion to prevent damage to its electronic components and in particular its hard disks.

To shut down Total Recall VR in an orderly fashion first navigate to the Options Menu Screen using the [Select] button. Then select **System Shutdown**.

The system will stop all recording, then stop all applications and then stop its operating system.

Finally, use the power key to turn power off.



DO NOT turn power off Total Recall VR while it is recording. This will result in damage of its hard disks which may result in total information loss.

In addition it may cause damage to other electronic components.

## **8. Troubleshooting**

### **8.1. Limited Product Warranty**

For full details of the limited product warranty for this product please visit our web site: <http://www.totalrecallvr.com/warranty>.

### **8.2. Support Information**

If after using this manual, and other Total Recall VR manuals, you still have questions about the operation of Total Recall VR, or you are experiencing problems with your Total Recall VR, then:

1. Please visit the Resources section on our web site <http://www.totalrecallvr.com>
2. Contact technical support via e-mail: [itsupport@prolancer.com.au](mailto:itsupport@prolancer.com.au)

### **8.3. Forums**

Our online forums, <http://www.totalrecallvr.com/forum>, contain answers to common problems that you may experience when installing and using Total Recall VR.

[End of Document]