

# TOTAL RECALL MULTI-CHANNEL DIGITAL AUDIO LOGGERS

Totally self-contained, affordable, compact, easy to install, operate, upgrade, maintain and purchase.



TRL

### Automatic Recording of ALL Calls:

*Total Recall* will automatically capture and securely record all phone or radio conversations for you to play back whenever verification is required. *Total Recall* can also be used as a training and evaluation tool for staff who regularly conduct business with customers by telephone and two-way radio.

**Large Capacity Database:** If a dispute or emergency arises, you can recall relevant recordings from the *Total Recall* database which holds up to 60,000 channel hours of conversations. Recordings can be selected by date, time, phone number or channel number for rapid retrieval and replay.

### Compact Desktop or Rack Mount:

Provides recording for up to 92 channels. You can monitor conversations live, play back, and copy to CD/DVD and optional Blu-ray disks.

**Multiple Recording Inputs:** *Total Recall* will record from any line level audio source on a channel selective basis, including telephone, two-way and broadcast radio, microphone, intercom and more. It is also possible to 'live monitor' conversations. Analog inputs are standard modular phone jacks that are compatible with a wide variety of accessory cables and adapters, such as the inexpensive TSA-3LM and TSA-SLM for digital phones. *Total Recall MAX* and *Desktop Server* can be configured for recording via direct connection to SIP, VoIP, ISDN T1, E1, and PRI data ports.

**Play Back Options:** Selected recordings can be replayed via an internal speaker, an external speaker or headphones. For replay on a PC, *Remote Manager* software plays recordings from archive CD/DVD/Blu-ray or LAN/WAN. It also enables the transfer of recordings as .wav, .mp3, or encrypted .trc files via email and copies them to your PC.

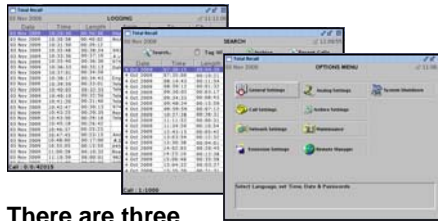
**Archive for Security:** Calls that need to be retained for longer periods can be automatically or selectively archived to an internal drive using CD or DVD media and kept indefinitely. Individual calls, or groups of calls, may also be manually selected or tagged and copied to a disk. An inexpensive CD-R will hold up to 180 conversation hours, a DVD+RW disk holds up to 1,000 hours, and the optional Blu-ray disks holds 6,000 hours. Selected recordings can also be copied through a network connection and converted to .wav or .mp3 files.

Be certain of exactly what was said and when with...



Which *Total Recall* meets your needs? TRL series for 4 to 24 Analog channels. TRR series for 4 to 72 Analog channels. TR-MAX series for conversations from 10 to 92 Analog/VoIP/ISDN channels.

**User Definable Options:** Recording can be set to start and stop using off-hook or VOX, and channels can be individually labeled. Password security ensures complete management control of the Voice Logger locally or via a LAN. Software and hardware are field upgradeable.

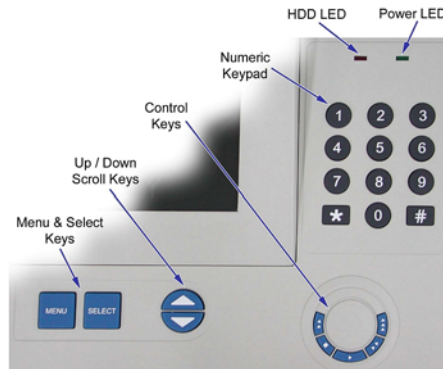


There are three user selectable menus:

**LOGGING** - View current logger activity and monitor active channels.

**SEARCH** - View and play recordings, search database or archive disks for conversations you want to play back. Select recordings to be manually archived to CD/DVD.

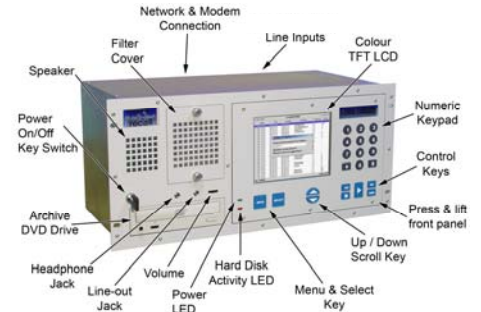
**OPTIONS** - Set system parameters such as passwords, date & time, channel and network settings, auto-archive settings, etc. Administrator password is required for options access.



### Simple navigation keys:

**MENU** key is used to toggle through the three main menu screens. **SELECT** key is used to select an option, or toggle through a list of options. **UP/DOWN ARROW** keys move the highlight bar up or down.

Includes software for playback, monitoring, and management across your network ...

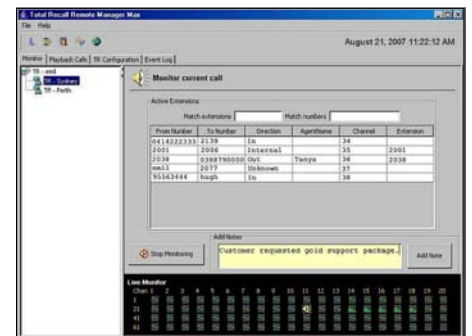


### Five control keys for playing calls:

- ◀◀ Fast rewind through a call. ■ Stop.
- ▶ Play the current selected call. Pause and restart. ▶▶ Fast forward through a call.
- ▶▶▶ High speed fast forward.

### Numeric keypad and LEDs:

0 to 9 number keys, including \* and # are used for entering passwords, search information, tagging calls, and other data entry functions. Red LED for hard drive activity. Green LED to indicate operational status.

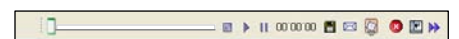


REMOTE MANAGER WINDOW

### Remote Manager and Record on Demand

software are included with all recorders. You can access recordings over a network, from a single PC, or phone line using a modem. They provide for remote search, playback, live monitoring, copying calls to the client PC for emailing, etc. *Remote Manager* is also used to search, play and email recordings directly from the archive CD-Rs or DVDs on any PC running Windows NT/ME/2000/XP/VISTA-32+64.

Administrators can limit which channels users can access with *Remote Manager*. *Record on Demand (ROD)* provides users access to a single channel with permissions set by the system administrator.



REMOTE MANAGER PLAYER

You do not need a PC or LAN to install and operate your *Total Recall* audio logger. It is self-contained and easy to use all by itself. Use additional features as you need them.

# TOTAL RECALL MULTI-CHANNEL DIGITAL AUDIO LOGGERS



TRL  
4-24 channels



TRR  
4-72 channels



TR-MAX  
10-92 channels

Available in Desktop and 19" Rack Mount Versions. TR-MAX configures for Analog/VoIP/ISDN/T1/E1/PRI channels.

**Total Recall** recorders are compact multi-channel voice logging recorders with built-in display, simple navigation keys, and network access. You can listen to conversations live or replay them from their internal hard drive. Archive all or selected conversations to disks with the touch of a few simple buttons, up to 180 hours on a CD and 1000 hours per DVD.

Play the archival discs in the unit or use the supplied **Remote Manager** software to play them in a PC. Search for conversations by time, date, extension or line number, caller ID, DTMF data, etc., from disc or LAN/WAN.

**Total Recall** provides simultaneous recording from 4-24 channels with the **TRL** Desktop series, 4-72 channels with the **TRR** Rack Mount series, and 10-92 channels with the **TR-MAX** series. Channel upgrades are available. Analog recording channels have modular jacks for direct connection to phone lines, analog phone extensions, phone handsets (analog or digital phones), two-way radios, broadcast audio sources, intercoms, microphones, etc.

Additional features include: password security, call tagging, voice-activation or off-hook start and stop, channel activity display, monitor and replay using internal speaker or headphones, via Network (LAN/WAN), and the supplied **Remote Manager** and **Record on Demand** software (supplied license free - multiple users).

#### Total Recall features include:

- ★ Designed to provide quality recordings of phone conversations or any audio signal.
- ★ They record digitally (record direct to a hard drive in compressed file format).
- ★ They start and stop recording by voice-activation (VOX) or off-hook activation.
- ★ **Remote Manager** software for replaying and emailing calls from a PC using archive discs, LAN/WAN, or dialup connection.
- ★ Network interface provides for remote search and playback, live monitoring, and configuring from a network. Notes can be added to individual calls and selected calls can be copied for emailing.
- ★ All channels can be configured and managed selectively.
- ★ They're compact, self-contained, and easy to install, maintain, upgrade, and operate.
- ★ Password security (Administrator & User).

- ★ You can play conversations stored on the internal hard drive locally or over a network.
- ★ You can search the database by date, time, phone number, channel and tagged status.
- ★ Built-in color display (TFT like a notebook PC) with simple navigation keys.
- ★ Network time synchronization (NTP).
- ★ Caller ID (CID) and touch-tone (DTMF) capture of incoming and outgoing numbers.
- ★ Automatic and manual archiving of all or selected calls to inexpensive CD or DVD.
- ★ **Record on Demand** software provides call center users a password for access to a single channel. The administrator sets user passwords and permissions for automatic or manual recording, adding notes, recording partial conversations, using DTMF to start recording, & play back.

#### Total Recall can be configured to record from various signal sources:

- ★ Analog telephone lines and extensions.
- ★ Telephone handsets, either analog or digital using a handset adapter.
- ★ Digital extension lines, using digital to analog converters.
- ★ Two-way radio or other audio signals presented as a 2-wire analog source.
- ★ **TR-MAX** can be configured to record via direct connection to Analog plus VoIP and ISDN phone systems (T1/E1/PRI).
- ★ **Total Recall** recorders come with User Manual, Installation & Administration Manual, **Remote Manager (RM)** and **Record on Demand (ROD)** PC software CDs, LAN cable, and a sample CD-R.

#### TRL Desktop Models:

- ★ 4 to 24 channels: TRL-04, TRL-08, TRL-12, TRL-16, TRL-20 & TRL-24.

#### TRR Rack Mount Models:

- ★ 4 to 32 channels: TRR-04, TRR-08, TRR-12, TRR-16, TRR-20, TRR-24, TRR-28, TRR-32, TRR-36, TRR-40, TRR-44, TRR-48, TRR-60, & TRR-72.

#### TR-MAX Rack Mount Models:

- ★ 10 to 92 channels: Record conversations from up to 32 active Analog channels and 60 VoIP/ISDN/T1/E1/PRI Digital channels.

#### TRL & TRR SPECIFICATIONS

Number of Channels, Desktop: Maximum of 24 (4 channel increments)  
 Number of Channels, Rack Mount: Minimum of 4, Maximum of 72  
 Security: Passwords to operate all menus  
 Coding Method: HQVQ 8:1, PCM ITU-T G.711a+mu law, SPEEX 3:1  
 Line Impedance AC: 6k ohm  
 Line Impedance DC: 10Meg ohm  
 Freq. Response: 300-3400 Hz, +/-0.5dBm  
 Signal to Noise: -34dBm  
 Crosstalk: -60dBm  
 Record Tone (beep): 1.4kHz level selectable (Off, -33, -27, or -21dBm)  
 Recording Trigger: Off-Hook, Off or VOX (-20dBm, -24dBm, -28dBm, -32dBm, -36dBm, and -40dBm)  
 Internal Storage: SATA Hard Drive (60K hr)  
 CD/DVD Drive: Up to 180 hours on a CD-R, up to 1,000 hours on a DVD+RW  
 Display: 130mm x 97mm TFT Backlit LCD  
 Power Requirements: 90VAC ~ 260VAC, 50 ~ 75 Hz, 80 Watts maximum  
 Max Line Voltage: Max tip to ring voltage DC 250VDC, 150V AC. Max tip to ground voltage DC 1500 VDC, 1000 VAC  
 Analog Ports: Input connections are RJ-11/RJ-14 modular telephone jacks, Line out (3.5 mm phono jack), Headphone (3.5 mm phono jack)  
 Client Software: **Remote Manager & ROD** (Win 2000/XP/Vista-32/Vista64)  
 System Software: Upgrade via CD  
 Warranty: Twelve month, limited  
 Size & Weight (Desktop version): 14-3/4" x 14-3/4" x 6-3/4", 12 lb net  
 Size & Weight (Std. Rack Mount version): 19" x 9" x 8-1/2", 22 lb net  
 Manufactured by: Comsec.TR Pty Ltd, NSW, Australia  
 Distributed by: Omnicron Electronics, Putnam, CT U.S.A.

Contact your **TOTAL RECALL** representative for assistance in selecting the proper recorder, cables, or adapters for your Voice Logging application.

Available from:

0202202010

## VLR Communications

2290 N Charter Point Drive, Arlington Heights, IL 60004

phone (847) 870-8310 (800)-369-8273 fax (847) 255-5770 web [www.vlrcommunications.com](http://www.vlrcommunications.com)