

TOTAL RECALL

MULTI-CHANNEL DIGITAL VOICE LOGGER

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



Automatic Recording of ALL Calls - *Total Recall* will automatically capture and securely record all phone or radio conversations which can be recalled 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 over 10000 channel hours of conversations. Recordings can be selected by Date, Time, Phone number or Channel number for instant retrieval and replay.

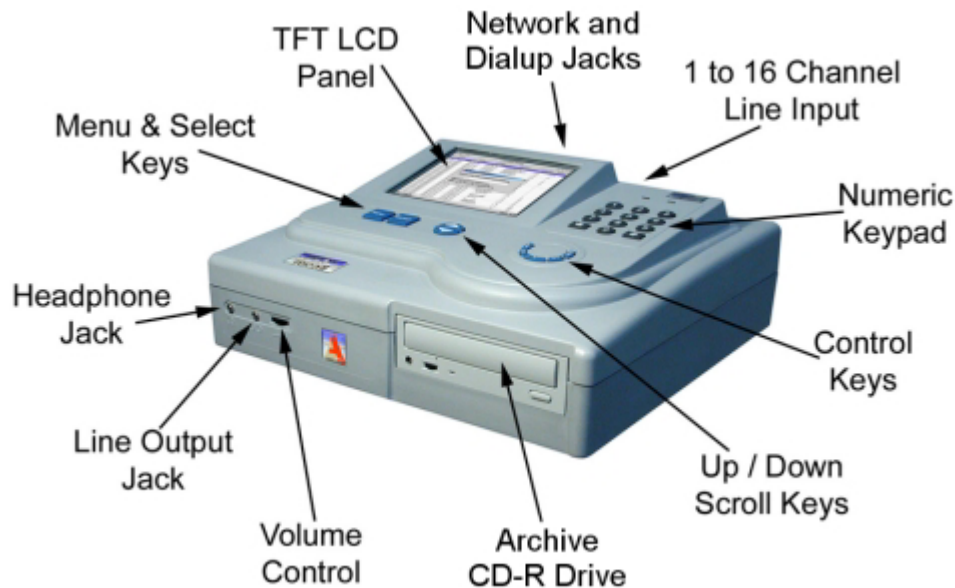
Compact Desktop Unit - Comprises 4, 8, 12 or 16 channels in a single desktop unit. Use multiple units for higher capacity. No software installation or external hardware is required.

Multiple Recording Inputs - *Total Recall* will record from any audio source on a channel selective basis, including telephone, radio, microphone, intercom and more. It's also possible to

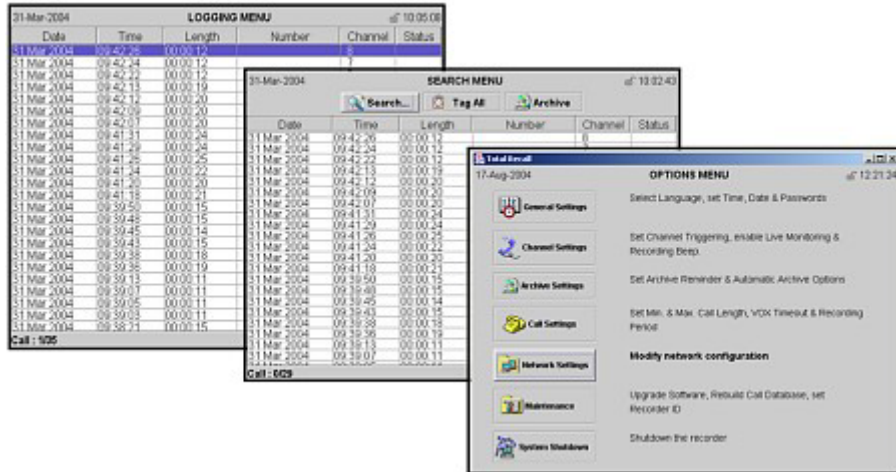
'live monitor' calls on a channel selective basis.

Playback Options - Selected recordings can be replayed via an internal speaker, an external speaker or headphones. For replay on a PC, **Remote Manager** software is supplied with **Total Recall**. **Remote Manager** reads from an Archived CD and converts recordings for replay on a PC. It also enables the transfer of recordings as .wav, .mp3, or encrypted files via email. Calls can also be monitored, played, or searched and played directly from the PC when it is connected to a Total Recall with the built-in LAN and dial-up connectivity.

Archive for Security - Calls that need to be retained for longer periods can be automatically or selectively archived to an internal CD-R drive and kept indefinitely. Individual calls, or groups of calls, can also be manually selected or tagged and copied to CD-R. Each inexpensive CD-R will hold up to 180 hours of conversations. Selected recordings can also be copied through the network interface (LAN) and converted to .wav or .mp3 files. Each inexpensive CD can hold up to 180 hours of conversations.



User Definable Options - recording can be set to off-hook or VOX, and a beep-tone is selective by channel. Password security ensures complete management control of the voice logger. Software updates are field upgradeable.



There are three user selectable menus:

LOGGING – current call activity and enabling Live Monitoring.

SEARCH – call search and playback via internal/external speaker.

OPTIONS – control system parameters — set language, date & time, passwords, set line triggering mode, enable call monitoring, enable beep tone, set archive reminder and auto archive, set maximum call length, set voice-activation timeout, set recording period, install system software upgrades, rebuild call database, set recorder ID, and system shut down.

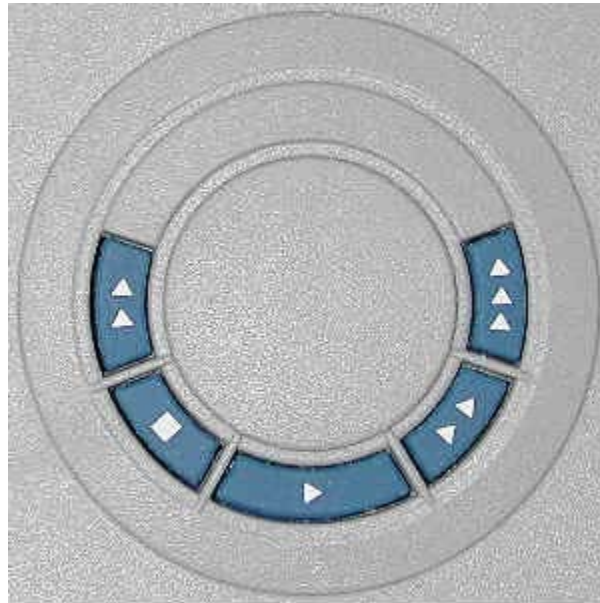


Three simple navigation keys:

MENU - This key is used to toggle through the four user menus.

SELECT - This key is used to select an option, or toggle through a list of options.

UP/DOWN ARROW - These 2 keys move the highlight bar up or down.



Five control keys:

- ◀◀ Reverse back through a call, and back to previous calls.
- Stop
- ▶ Play the current selected call. Pause and restart.
- ▶▶ Fast forward through a call, and skip to next call.
- ▶▶▶ High speed forward through a call, and jump to next call.

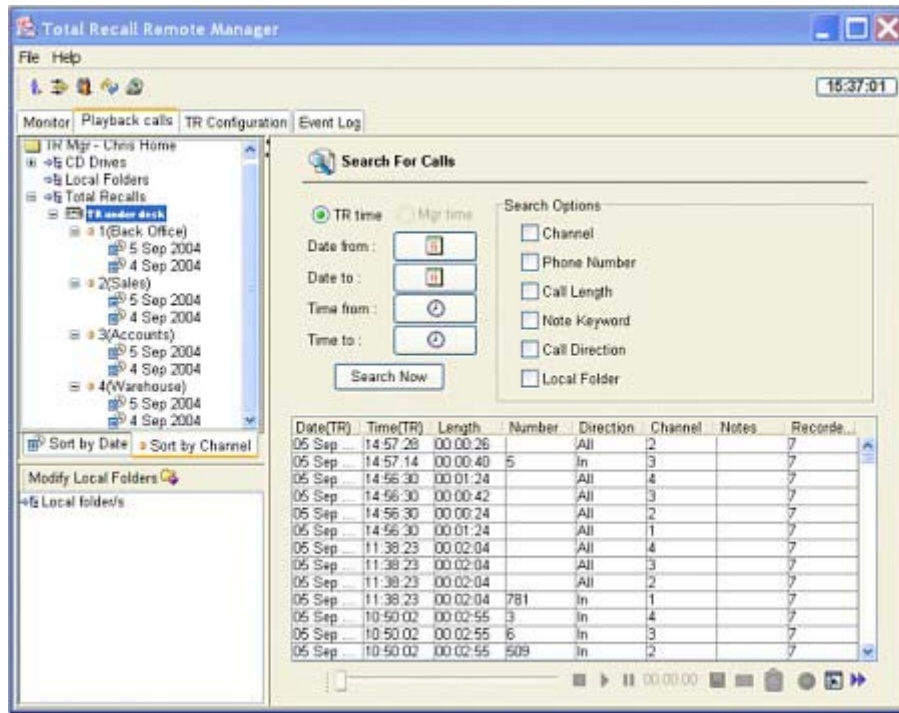
Numeric Keypad and LEDs:



KEYPAD: 0 to 9 number keys, including * and # are used for entering search information, tagging calls, and other data entry functions.

LEDs: Red to indicate hard drive activity. Green to indicate all components operational.

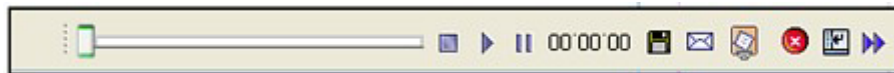
**Remote Manager software
for replaying calls on your PC, LAN, or Dialup...**



REMOTE MANAGER WINDOW

Remote Manager software is included with all recorders so that recordings that have been logged with **Total Recall** and archived to CD-R can be replayed on any PC running Windows 95/98/NT/ME/2000/XP. Use Remote Manager to search, play and email recordings directly from the CD-Rs.

Remote Manager is also used to access recorders and recordings over a network, a single PC, and phone line dialup using a modem. It provides for remote search and playback, live monitoring, copying calls to the client PC for emailing, etc.



REMOTE MANAGER PLAYER

You do not need **Remote Manager** software, a PC, or LAN to install and operate your Total Recall digital audio logger. It is self-contained and easy to use all by itself.

Total Recall...

is a compact multi-channel logging recorder with built-in display, CD recorder, and simple navigation keys. You can listen to monitored conversations live or replay them from the internal hard drive that holds 10,000 hours of conversations. Archive all or selected conversations to inexpensive compact disks with the touch of a few simple buttons — up to 180 hours on a standard

Total Recall features include:

- ★ Designed to provide quality recordings of phone conversations or any audio signal.
- ★ It records digitally (records direct to a hard drive in compressed file format).
- ★ It starts and stops recording by voice-activation (VOX) or Off-Hook activation.
- ★ Over 10000 hours of on-line storage.
- ★ It has a high compression factor, resulting in a large capacity storage capability.
- ★ It has a facility to live monitor calls.
- ★ All channels can be configured and managed selectively.
- ★ Recording 'Beep' option is standard.
- ★ Call Tagging.
- ★ It is compact, self-contained, and easy to install, maintain, upgrade, and operate.
- ★ Color display (TFT like a notebook PC) with simple navigation keys.
- ★ Remote Manager software — replay and email calls with a Windows based PC (from archive CDs, LAN or dialup connection).
- ★ You can search the database by date, time, number (in/out) or channel.
- ★ LCD screen with simple navigation keys.
- ★ Play conversations stored on its internal hard drive locally or over a network.
- ★ Caller ID (CID) capture of incoming call numbers (CID service required).
- ★ Built in compact disk recorder (CD-R).
- ★ Archive all or selected calls to CD-R.
- ★ WAV compatible recordings with text file headers can be emailed from your PC.
- ★ Password security (User & Admin.).

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

- ★ An analog telephone line.
- ★ An analog telephone extension line.
- ★ A telephone handset, either analog or digital (via handset splitter).
- ★ A digital extension line, using digital to analog converters.
- ★ A radio or other audio signal presented as a 2-wire analog interface.
- ★ **Total Recall** recorders come with connecting cables that are suitable for most applications, two copies of the Owner's Manual, **Remote Manager** PC software, LAN cable, modem cable, and 5 CD-Rs.

There are four versions of Total Recall:

- ★ A 4-channel version. Part # TRC-104.
- ★ An 8-channel version. Part # TRC-108.
- ★ A 12-channel version. Part # TRC-112.
- ★ A 16-channel version. Part # TRC-116.
- ★ All Total Recall recorders are available in desktop version, or optional rack mount configuration.
- ★ The 4, 8, and 12 channel versions can be upgraded to a maximum of 16 channels. Use multiple units to provide additional channel capacity.
- ★ All **Total Recall** (TRL) recorders are available in standard desktop version, or optional rack mount configuration (below).

SPECIFICATIONS

Number of Channels: 4, 8, 12 or 16

Security: Password required to operate all menus (two levels).

Coding Method: 8kbps High Quality Vector Quantisation.

Line Impedance AC: 6k ohm

Line Impedance DC: 10M ohm

Frequency Response: 300 - 3400 Hz, +/- 0.5dBm

Signal to Noise: -34dBm

Crosstalk: -60dBm

Record (beep) Tone: 1.4kHz channel and level selectable (Off, -33dBm, -27dBm, -21dBm).

Recording Trigger: Off-Hook or VOX (adjustable) (Off, -20dBm, -24dBm, -28dBm, -32dBm, -36dBm, and -40dBm)

Internal Storage: Hard Drive.

CD Drive: 650-700M Bytes IDE, uses CD-R media.

Display: 130mm x 97mm TFT Backlit LCD.

Power Requirements: 100VAC~260VAC, 50 ~ 75 Hz, 50 Watts.

Max Line Voltage: Max tip to ring voltage DC 250VDC. Max tip to ring voltage AC 150V rms. Max tip to ground voltage DC 1500VDC. Max tip to ground voltage AC 1000V rms.

Analog Ports: 4, 8, 12 or 16 line input channels, Line out jack (3.5 mm phono jack), Headphone jack (3.5 mm phono jack).

System Software: Field upgradeable via CD ROM.

Operating System: Linux Red Hat 9.

Warranty: Twelve month, limited.

Size & Weight: (desktop version): 14-3/4" x 14-3/4" x 6-3/4", 12 lb net

Size & Weight (rack mount version): 19" x 9" x 8-1/2", 22 lb net

Total Recall comes with connecting cables that are suitable for most applications. For unusual installations, these cables can be replaced with other cables or accessories.

