



RECALL DIGITAL

**QUICK INSTALLATION GUIDE
& SET UP GUIDE**
Software Version 1.0



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1- PRODUCT OVERVIEW

RECALL DIGITAL

Recall Digital is part of the Recall range, a family of professional telephone recording devices for all types of environment. Recall Digital is a powerful state of the art solution for the recording and storage of telephone calls made via **proprietary digital PBX extensions**, including real-time call monitoring and listening.

*Screenshot: Recording Manager Software.

On-demand, Permanent and Selective recording according to a series of programmable filters are available, and intuitive web based management software is incorporated to facilitate the handling of the audio files from any location.

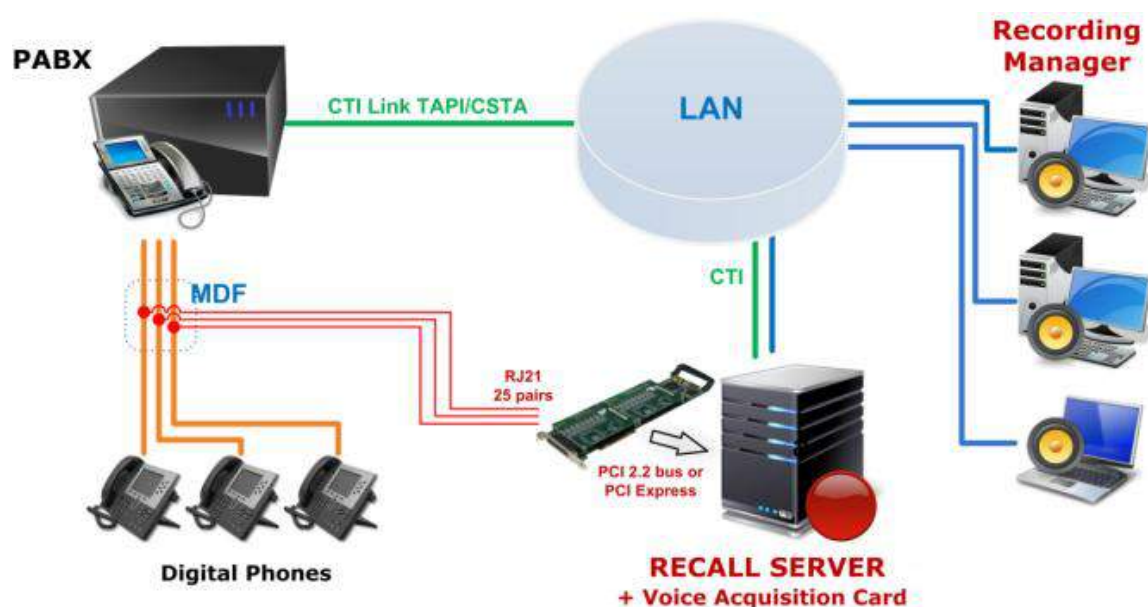
All call data is stored in an SQL database (SQL Server included). The call recording audio files are compressed and stored in standard or encrypted .wav files.

An integrated system of alarms enables the avoidance of problems created by power cuts, faulty phone lines, hard disk saturation, etc.

ARQUITECTURE

Recall Digital is based on a Recall Server HW equipped with audio capture card and on a client-server architecture with Windows based software applications, SQL database and CTI technology.

Recall Digital is composed of:



- CTI Server software to manage PBX interface and process call signaling.
- Recall Server Software to provide packet filtering, decoding and recording resources.
- Administrator Software to configure and supervise the system.
- Client Software to manage and listen the recordings (multi-users software available on 2 versions, software for windows and Web-based).
- Voice acquisition cards located in PCI slot in the server PC and equipped with a 21x25 pair female D type connector (PCI 2.2 bus or PCI Express with x 1 connector).

VOICE ACQUISITION CARD

The acquisition card must be connected in parallel on the Main Distribution Frame with the user extensions to be recorded, which are further connected to the PBX.

Once connected, the high impedance voice acquisition card will record both sides of all calls without interrupting service.

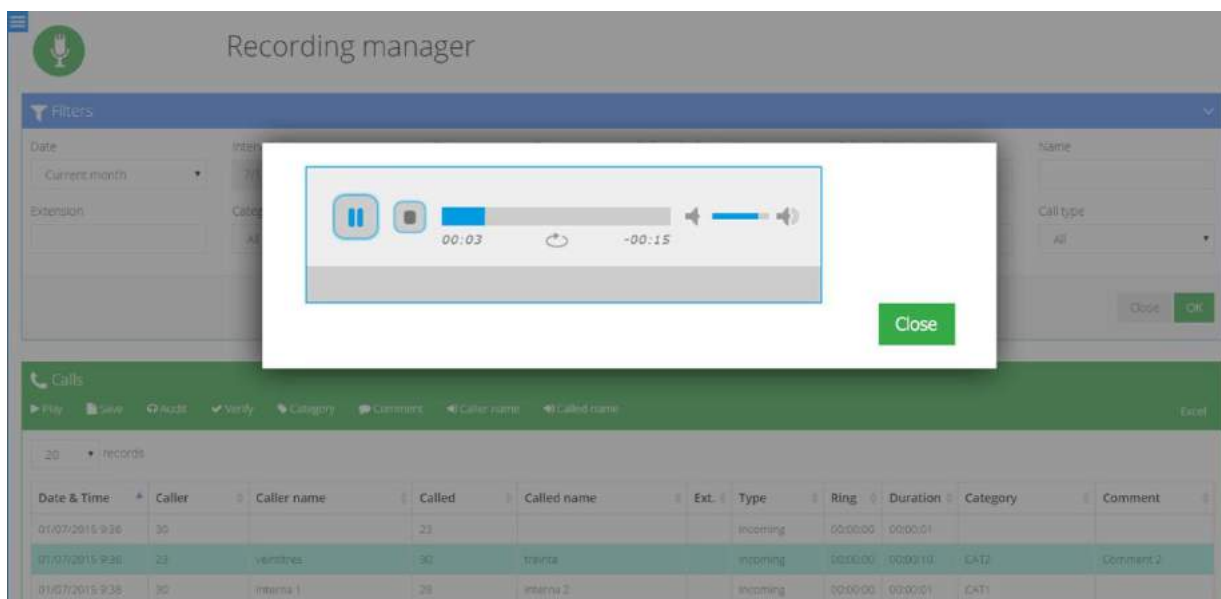
The voice acquisition card is available in 8, 16, and 24 ports configurations.

Other configurations are available by using more than 1 card.

SERVER PC REQUIREMENTS

The server requirements are as follows:

- Windows 7, Windows 2008 Server, Windows 2012
- Pentium® 4 , Intel® Core or equivalent (2GHz)
- RAM: 4GB DDR
- Hard Disk capacity: must be dimensioned according to the configured audio format:
PCM (stereo) 18hrs per Gb or TrueSpeech** 250hrs per Gb (compressed).
- PCI slot (Full size or PCIe), PCI bus 2.2 - 3.3V (size of the card, 320 mm).
- 1 LAN Port



*Screenshot: Recording Manager Software.

PBX REQUIREMENTS

PBX with CTI Protocol (TAPI, TSAPI or CSTA).

STORAGE CAPACITY

Codec	Bitrate (kbits/sec.)	Hours/Gigabyte
PCM (Stereo)	128	18
PCM (Mono)	64	36
MP3 (Stereo)	8	280
TrueSpeech (Mono)**	9	250

**True Speech is Not Compatible with Recording Manager Web

2- INSTALLING RECALL

NOTE:

The setup program is a Windows application which runs in Windows 7, 8, 10, Windows Server 2003, 2008, 2012 and may be used on any PC with a minimum screen resolution of 800x600.

- 1) Download and unzip the Recall installer.
- 2) Open ".\BIN\setup.exe" with right click 'Run as administrator'.
- 3) Select your preferred language, then the following screen will appear:



Select **Install Software**



Select **SQL Server Express for Recall**



First select **SQL Server 2008 R2 SP1** to install SQL Server. When finished, select **Streamline DB Install** to install the Recall database. When finished, click on **Back**.



Select the option **Recall** to show the list of available recording products.



This list of available products is shown.
Recall Digital is configured as part of **Recall IP**.
Please select **Recall IP**.



Select **Streamline Server** to install the CTI services.
Select **CTI Setup** to install the setup tool that will allow to configure the call recording system.
Select **Recall IP Server** to install the recording services.

Once the previous applications are installed, select **Back** to return to the previous menu.



Select **Common Utilities**.



Install **Recall Alarms**.
Install **Recording Manager**.
Install **Recording Manager Web***.

* Activate **Internet Information Services (IIS)** before installing Recording Manager Web

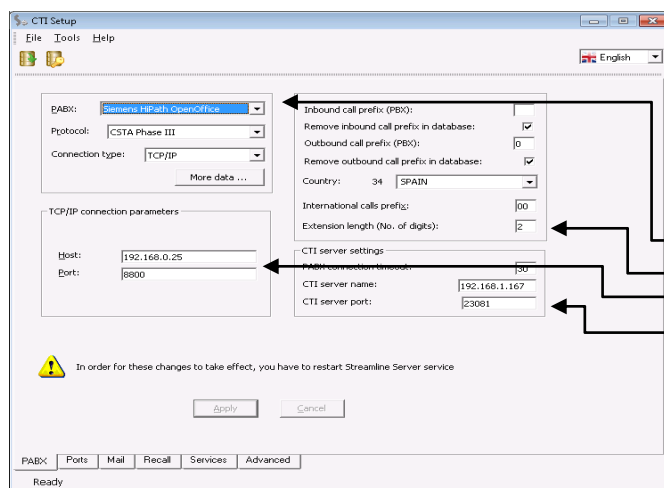
SMARTWORKS CARD DRIVERS

To Install the Smartworks card drivers, open the folder "**Recall Software\Smartworks drivers**" and select the right drivers for 32 bits or 64 bits for your computer.

Open the installer with right click 'Run as administrator' and follow the on-screen instructions to progress through the installation steps. Accept all default settings until installation has finished.

3- CONFIGURING RECALL

Run **CTI Setup** and when asked for login and password, type user **admin** and password **admin** and click on **Accept**.



PBX

Select **PABX** tab and configure **PBX model, Protocol and Connection Details**.

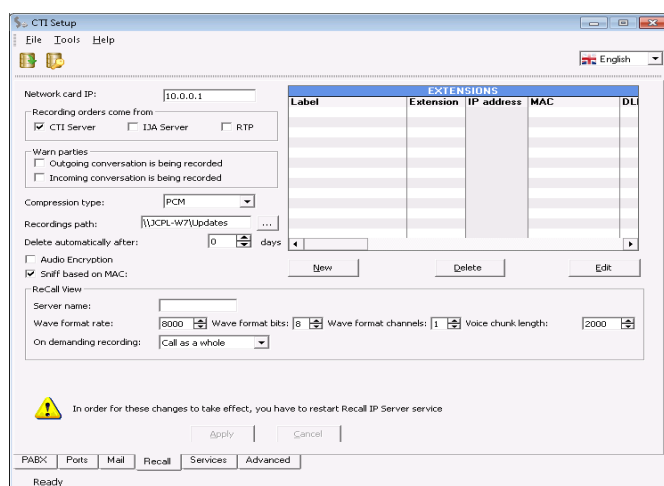
- *PBX model and Protocol type*
- *Extension length (2 digits, 3 digits, etc.)*
- *IP Address and Port of the PBX*
- *CTI Server: Normally the current computer's name or IP Address where Streamline Server is installed*

⚠ To save changes use the **Apply button.**

NOTE:

CTI Server services and the TAPI or TSAPI drivers should be installed in the same Computer. If the protocol selected is **TSAPI** the only parameter required is: Connection String: Enter the IP address or the name (ID in the LAN) of the PC where the TSAPI drivers are installed, followed by "!XXXX", where XXXX is the number of the port used by this PC to communicate with the PBX.

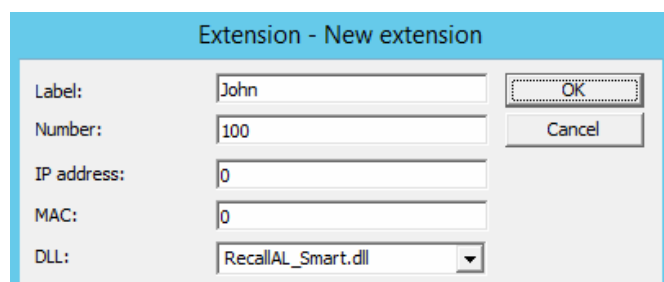
For example: 192.168.0.002!2555 or ctiserver!2555.



RECALL IP

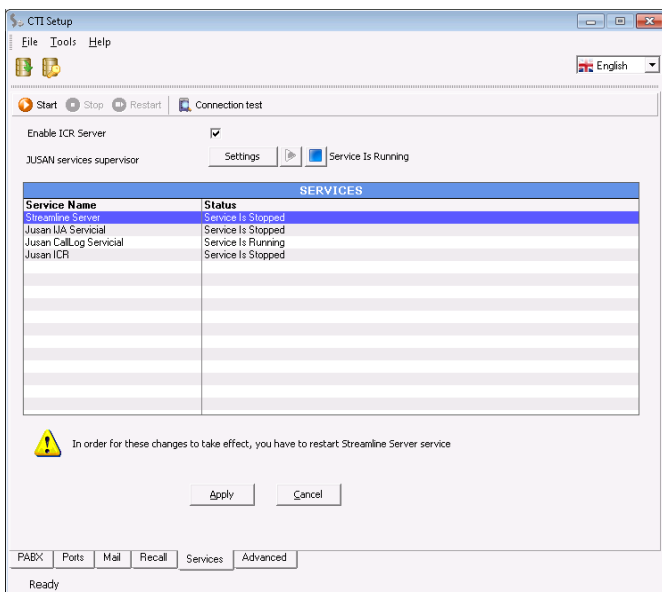
Select **Recall** tab and click on **New** to add the extensions to record according to the fields description below.

⚠ To save changes use the **Apply button.**



- Label:** Label to identify the extension.
- Number:** Extension number to record.
- IP Address and MAC:** Device Number that identifies the Position where the extension is connected to the RJ-21X25 connector (See section " **Wiring**" for details).
- DLL:** Select the **RecallAL_Smart.dll** for all extensions connected to the Smartworks card.

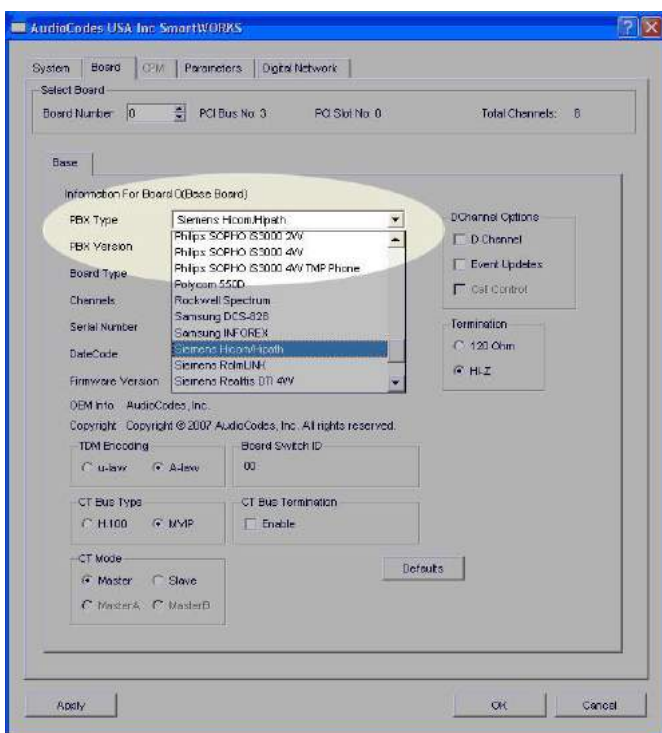
SERVICES



Select the **Services** tab. The list of installed services and their current status is shown. For last settings modifications to take effect services must be restarted.

Click **Stop, Start** accordingly.

SMARTWORKS SETTINGS

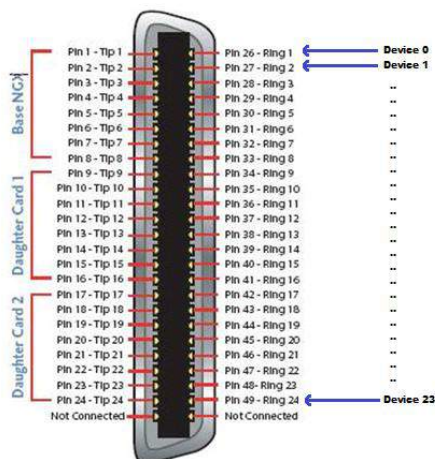


Run **SmartControl** from the *Control Panel*. The following screen appears.

On "PBX Type"-, select the PBX make and model and click **OK** to save and exit.

! For Settings modifications to take effect Server PC must be restarted.

WIRING



RJ-21X25 connector layout:

This diagram shows the matching between the **Device Number** used in the *CTISetup* to identify the extensions to record and their **Positions** on the RJ-21X25 connector that connects the Recall Audio Capture Card to the Main Distribution Frame (MDF).



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