



OM CallRecording VoIP

The call recording solution is suitable for one Voice-over-IP interface with SIP signaling. The use in combination with the OM CallRecording USB family is also possible.

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Product Description

OM CallRecording VoIP is a software solution to record Voice-over-IP telephony calls. The software allows the operation of devices for traditional phone lines (such as ISDN BRI, ISDN PRI, analog lines) simultaneously with the VoIP recorder using the same data base and client software. The product does not include any hardware for capturing Ethernet frames but can be configured to support various capturing schemes.

The solution offers state of the art call management and real time monitoring functions (line status display, discreet listening, manual recording control) in the same way as the OM CallRecording USB products for traditional phone lines. For further details, please resort to the [CallRecording Software](#) data sheet.

A number of codecs (G.711, GSM, MP3, G.729a) are available for interoperability on a wide range of SIP trunks. Fax recovery works for both T.30 over G.711 pass-through mode and T.38.

Deployment

Customers who are interested in using the OM CallRecording VoIP recorder can download the OM CallRecording USB software from <https://www.ferrari-electronic.com/downloads.html>. After installation, the configuration tool can be used to display the Ethernet MAC addresses of the network interface cards in the PC. Please request a time-limited demo license by sending an e-mail stating the desired channel count and the MAC address of the capture interface to info@ferrari-electronic.de. Use the license file to create a SIP device. Once satisfied with the solution a permanent license can be ordered.

Operational Scenarios

Call recording is important for a number of industries and service providers.

- Financial institutions need to provide proof for any orders placed or any contracts closed during a phone call.

- Professionals providing consulting services in legal matters or health care may be liable for miscounselling and a recording of the phone call could help to document the conversation.
- Call centers may need to demonstrate to their clients that the quality of their customer communication is indeed high.
- Operators of emergency phone numbers (police, fire brigade, ambulance) are legally required to record any emergency calls.
- Taxi operators or pizza delivery services may find it useful to document their calls for a later reference.
- Phone system maintenance and installation personnel can use the device to find any faults quickly.

The legal requirements for call recording are different in each country. Please seek legal advice to implement call recording in a lawful way.

Technical Data

Transport	UDP / IP
Signalling	SIP / SDP
Number of Channels	Max. 128
Audio Codecs	G.711, GSM, MP3, G.722, G.726, G.729a (requires a separate license)
Video Codecs	TBD
DTMF Methods	In-band, RTP telephony events, SIP info application / dtmf, SIP info application / dtmf-relay
Fax Modes	T.30 via G.711 pass-through, T.38
Encryption	Not supported

CALL RECORDING

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System Requirements

Operation System	Windows Vista®, Windows Server® 2008, Windows 7®, Windows Server® 2008 R2, Windows Server® 2012 R2, Windows 8®, Windows 8.1® (32 and 64 bit) Windows 10® Windows Server® 2016
Disk Space (software)	30 MB (excluding .Net runtime)
Disk Space (call recordings)	60 ... 960 KB / minute per channel and call
CPU Clock	> 1500 MHz

Packet Capturing

- From shared media (hub / WLAN)
- On VoIP system host
- From monitoring port of Ethernet switch
- Using Machine-in-the-middle
- Using „hubbing out“
- Using passive Ethernet tap
- Using trace port of VoIP system

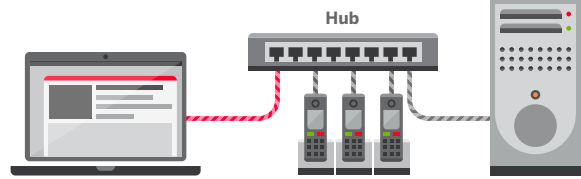
Article

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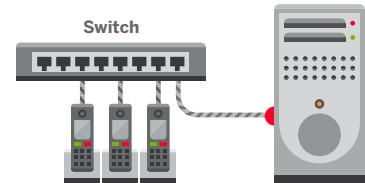
SIP Recording Base License- includes 10 recording lines bound to a device	RSI.56410
Bundle	
SIP Recording Base License and Managed Switch (8 ports)	RSI.56510
SIP Recording Base License and Ethernet USB TAP	RSI.56610
SIP Recording Extensions	
Recording Channel Licenses (10) 10 supplementary channels	RCH.56010
Recording Channel Licenses (30) 30 supplementary channels	RCH.56030

Connection Diagram

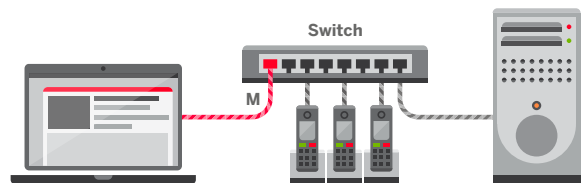
- From Shared Medium (Hub/WLAN)



- On VoIP System Host



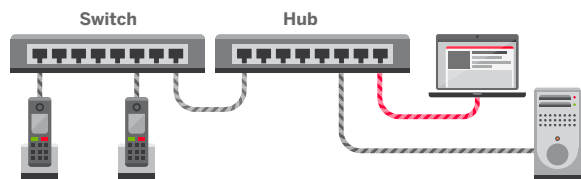
- From the Monitor Port of the Ethernet Switch



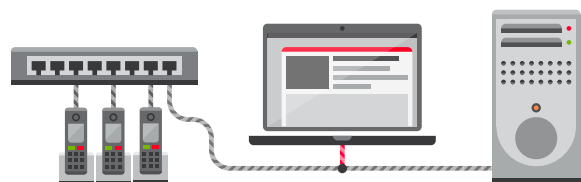
- Via „Machine-in-the-Middle“



- Via „hubbing out“



- Via passive Ethernet Tapping



- From the Trace Port of the VoIP System

