

**CALLN HOSTED CALL RECORDING  
TP-LINK TL-SG108E PORT MIRRORING SETUP**

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# 1. Introduction

This document describes how to configure your TP-Link TL-SG108E switch to work with CallN by Telstra.



## 2. Connectivity

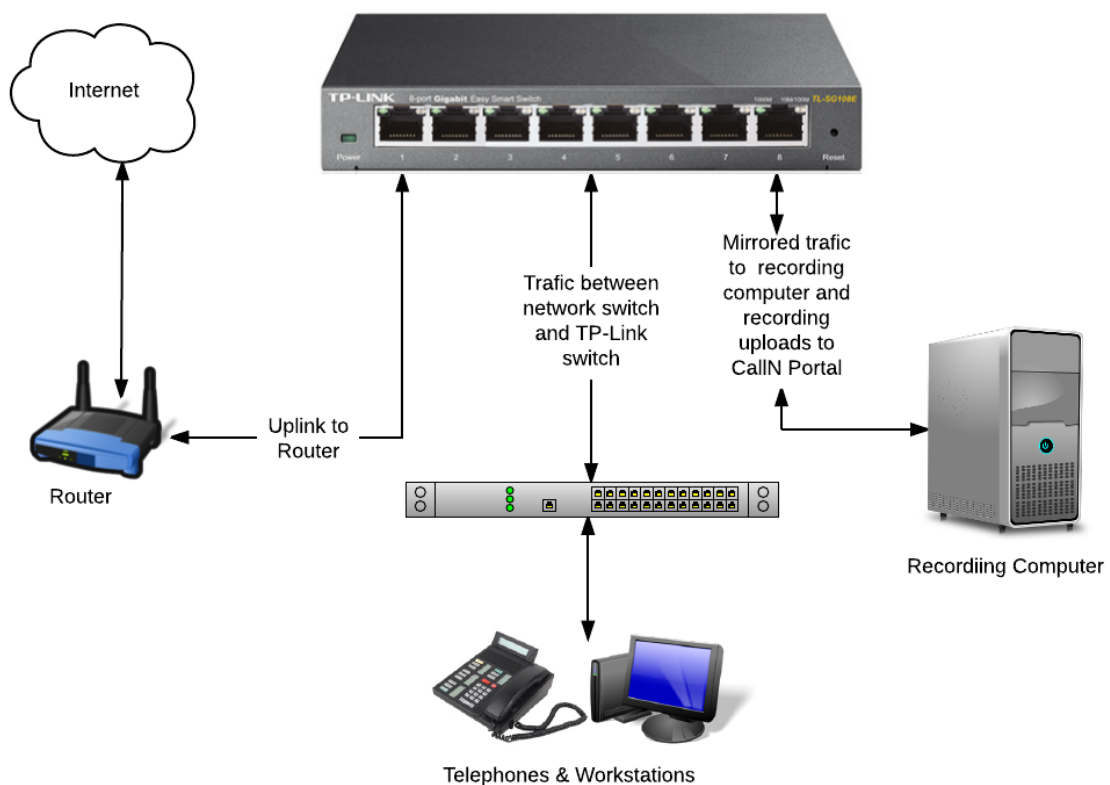
The TP-Link TL-SG108E needs to be setup in a location between the internet connection and the organisations LAN. There are three connections made on the TP-Link switch to integrate it into an organisations network so that CallN can record calls.

The internet must be connected to the TP-Link switch to allow the recording computer to upload call recordings to the CallN Portal. To do this, disconnect the LAN cable from the network switch that runs to the internet router, and connect the cable to port 1 on the TP-Link Switch.

Connect a LAN cable between the Recording Computer and port 8 of the TP-Link switch. This allows the Recording Computer to see the calls for recording, but also access the internet to upload the recordings to the CallN portal.

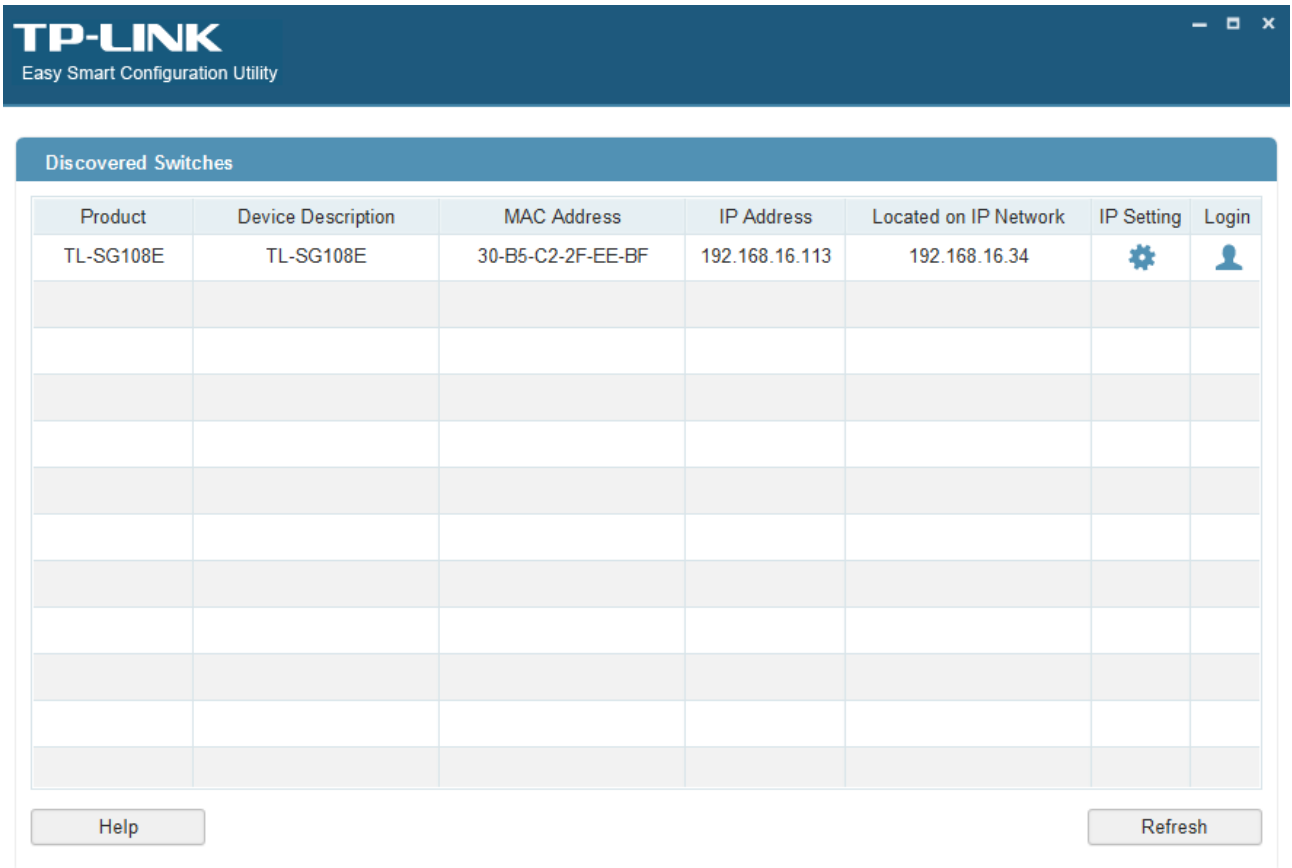
Finally, connect a LAN cable from the network switch to port 4 of the TP-Link switch. This will give the LAN access to the internet.

Once the next step of configuring Port Mirroring has been completed, all network traffic on port 1 of the TP-Link switch will also be seen on Port 8 of the TP-Link switch allowing for the recording of calls.



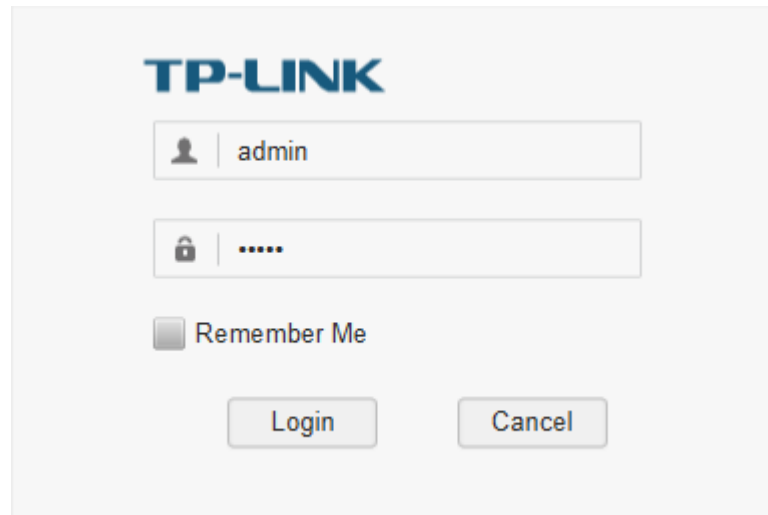
### 3. Configuration of Port Mirroring

To configure the TP-Link switch for port mirroring, load the application from the mini-CD included with the TP-Link switch. Once installed, open the "Easy Smart Configuration Utility" found in the TP-Link folder on the start menu. It will automatically scan for the TP-Link switch and display an entry as shown.

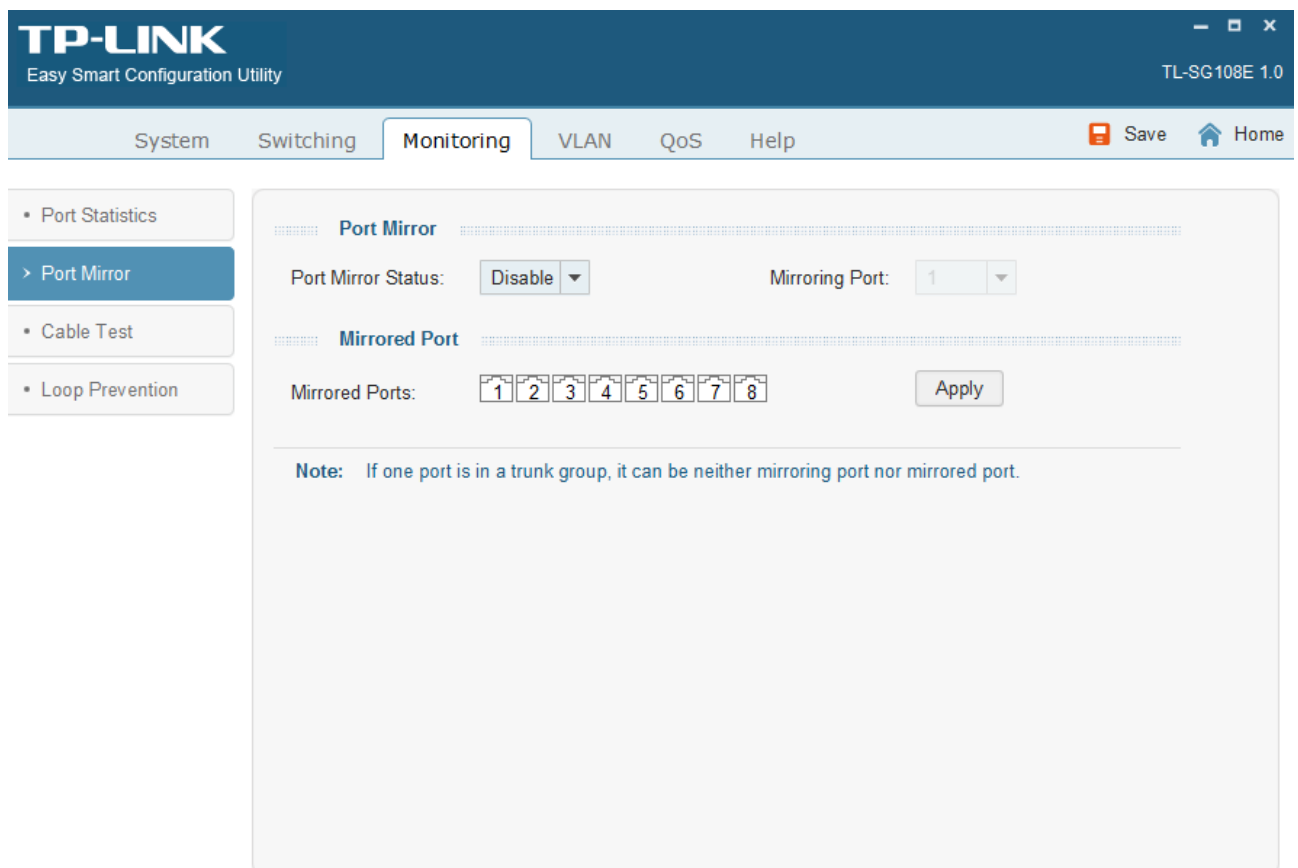


If the switch is not detected, or is showing with the default IP Address of 192.168.0.1, then you will need to change your computer to the same sub-net as the switch to connect successfully. Once in the same subnet, you can click the Icon under "IP Setting" which will allow for the IP address of the switch to be changed or for the activation of DHCP on the switch. Reboot the switch once the change is made and connect your computer back to the LAN by restoring your computers IP addressing details. Restart "Easy Smart Configuration Utility" you will now see the switch sits in the same sub-net as the computer.

Click on the icon under "Login" and enter in the "User Name" and "Password" for the switch. The default "User Name" is admin with a default "Password" of admin. Both are lower case letters, with the fields being case sensitive.



From the main menu, select the “Monitoring” tab at the top of the utility window. This displays a sub menu. Select “Port Mirror”

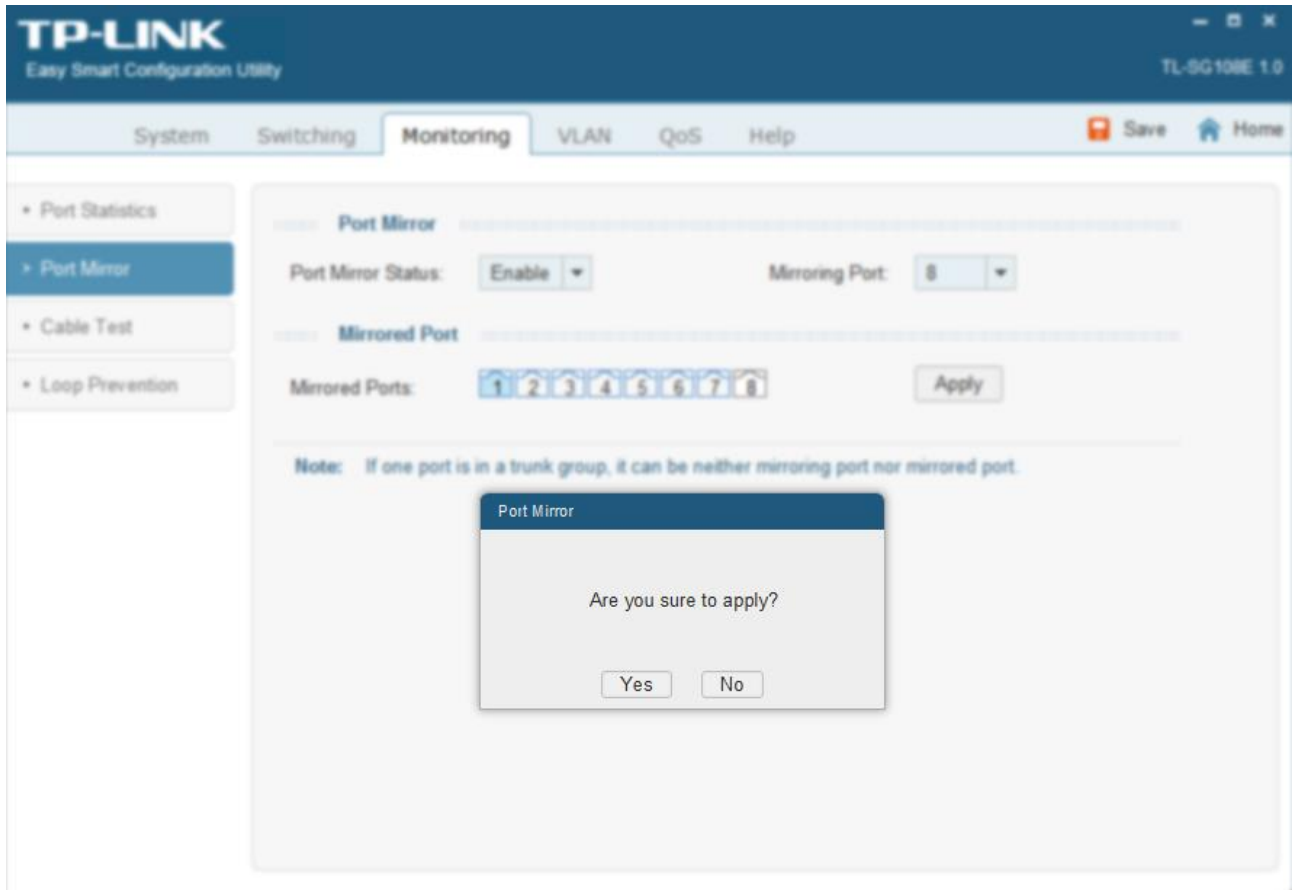


From the drop down box, set “Port Mirror Status” to Enable.

From the drop down box, set “Mirroring Port” to the port 8. If the recording computer is connected to a different port, set this value to the port number the recording computer is connected.

In the list beside Mirrored Ports, select port 1 to be mirrored. This is the port that the internet router is connected. If the router is connected to a different port, that port needs to be selected. Set Mode to Both to capture all inbound and outbound IP traffic.

Press Apply and then accept the changes by clicking “Yes”.



Press "Save" in the top right of the utility window to save the configuration. Port mirroring is now established and the recording computer will start recording calls and uploading them to the CallN Portal. Place some test calls to and from an external source to ensure recording is occurring and that you can see the calls in the CallN portal.