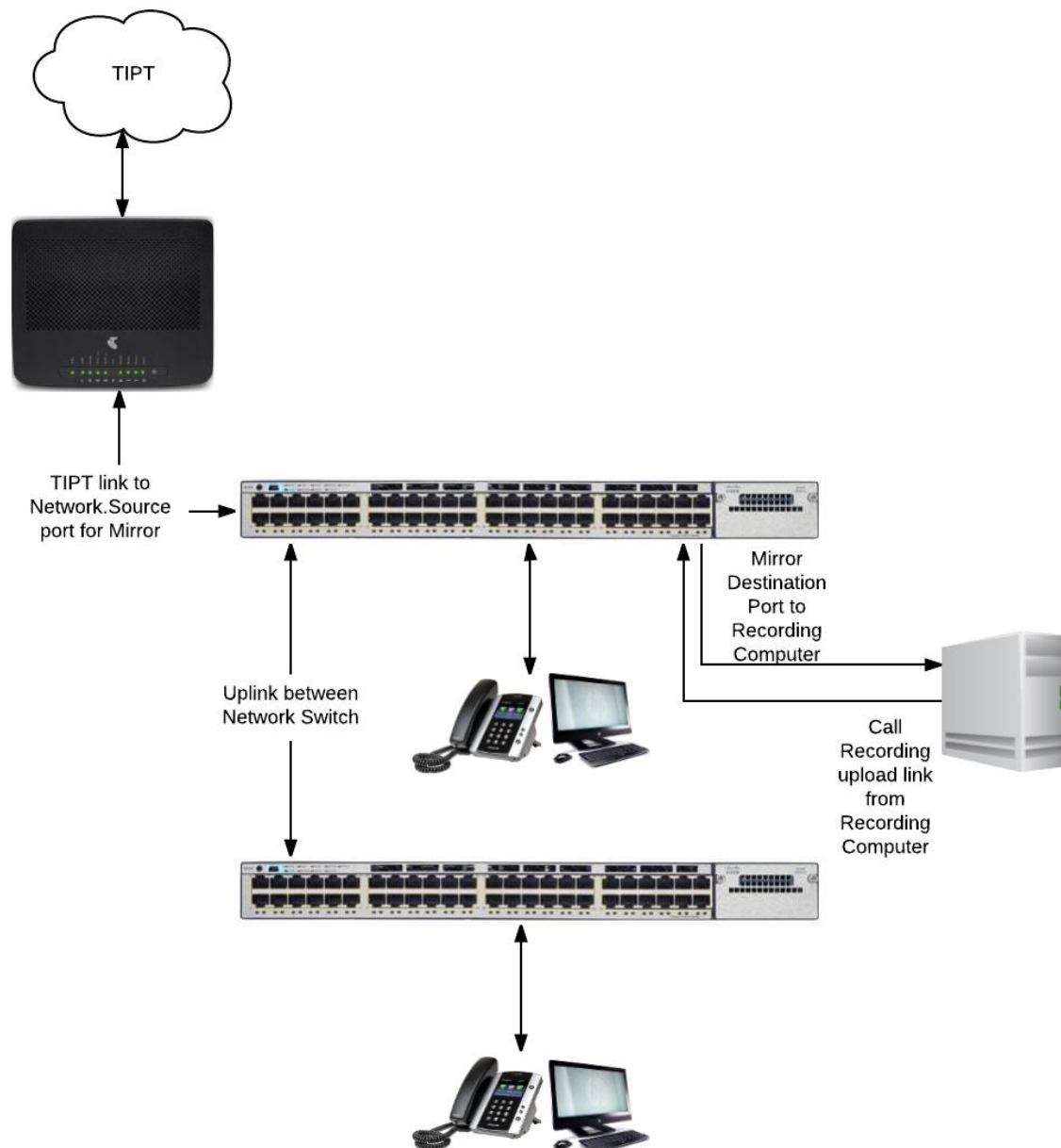


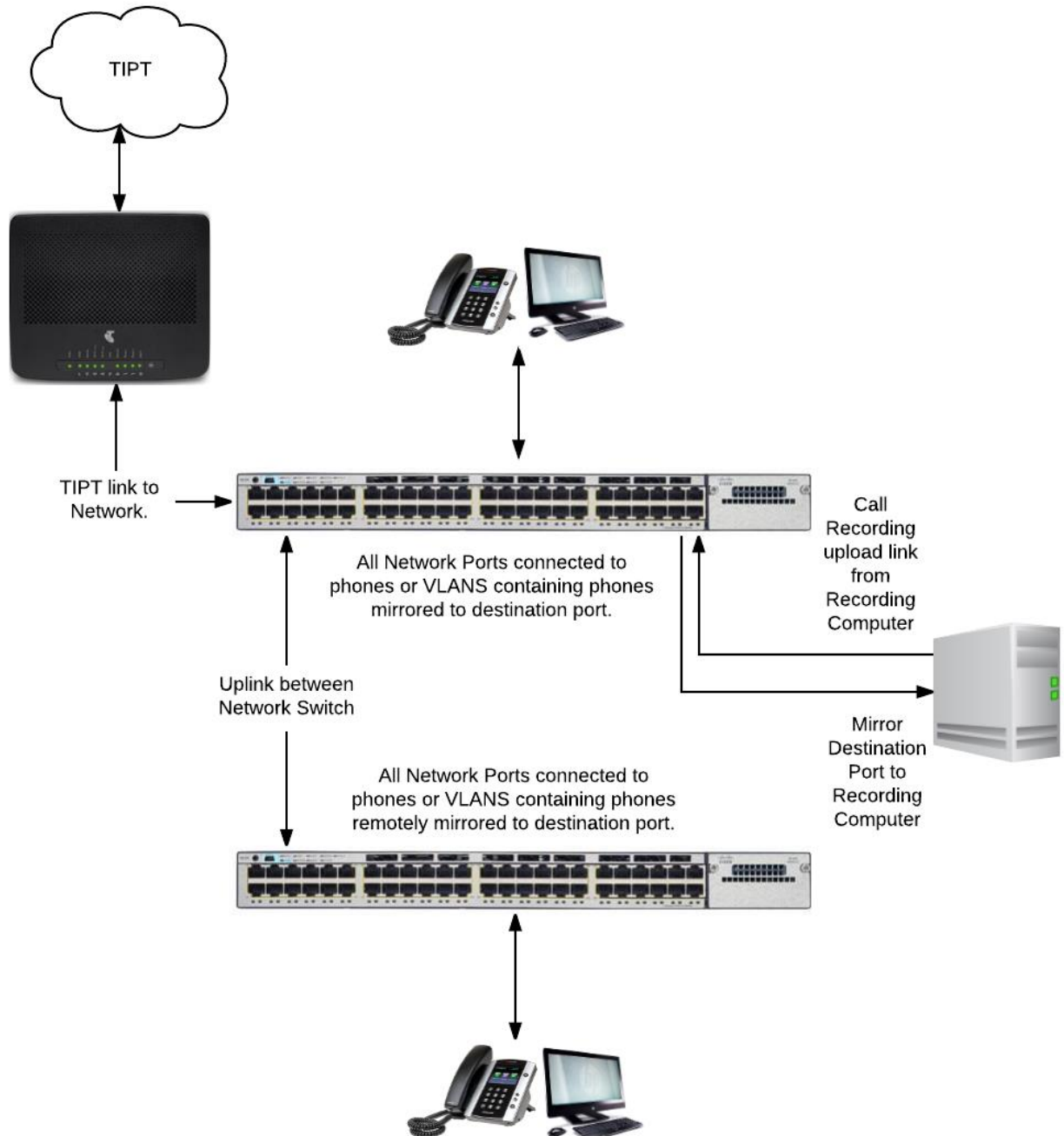
Technical Note: TIPT and CallN

CallN is capable of recording calls on a TIPT service but considerations around setting up the port mirroring are required before connecting to CallN. The way that port mirroring is setup, will affect what types of calls can be recorded. The quickest port mirror configuration is when the port on the managed switch connected to TIPT Router is mirrored to a destination port. This only allows for inbound and outbound calls to be recorded. Internal calls are not recorded in this situation as call traffic between phones happens over the internal network and not on the TIPT connection. If internal calls are required to be recorded along with inbound and outbound calls, all ports connected to phones or all VLANs for phones, will need to be mirrored to the destination port. This may require Remote Port Mirroring to be configured if more than one network switch has telephones connected.

Recording Inbound and Outbound call only.



Recording Internal, Inbound and Outbound calls



In both scenarios shown, the recording computer requires two network connections. One connection is connected to the mirror destination port and allows for the CallIN client application to record the calls. The second connection allows internet access so that the CallIN Client is able to upload call recordings to the CallIN portal.