



CALLN HOSTED CALL RECORDING  
TP-LINK TL-SG105E  
TP-LINK TL-SG108E  
TP-LINK TL-SG108PE  
TP-LINK TL-SG1016DE  
TP-LINK TL-SG1024DE  
PORT MIRRORING SETUP

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# 1. Introduction

This document describes how to configure your TP-Link TL-SG105, TL-SG108E, TL-SG108PE, TL-SG1016DE and TL-SG1024DE switch to work with CallN. This document is written using the TP-Link TL-SG108E as an example but the other switches above share a common configuration interface with the TL-SG108E.



## 2. Connectivity

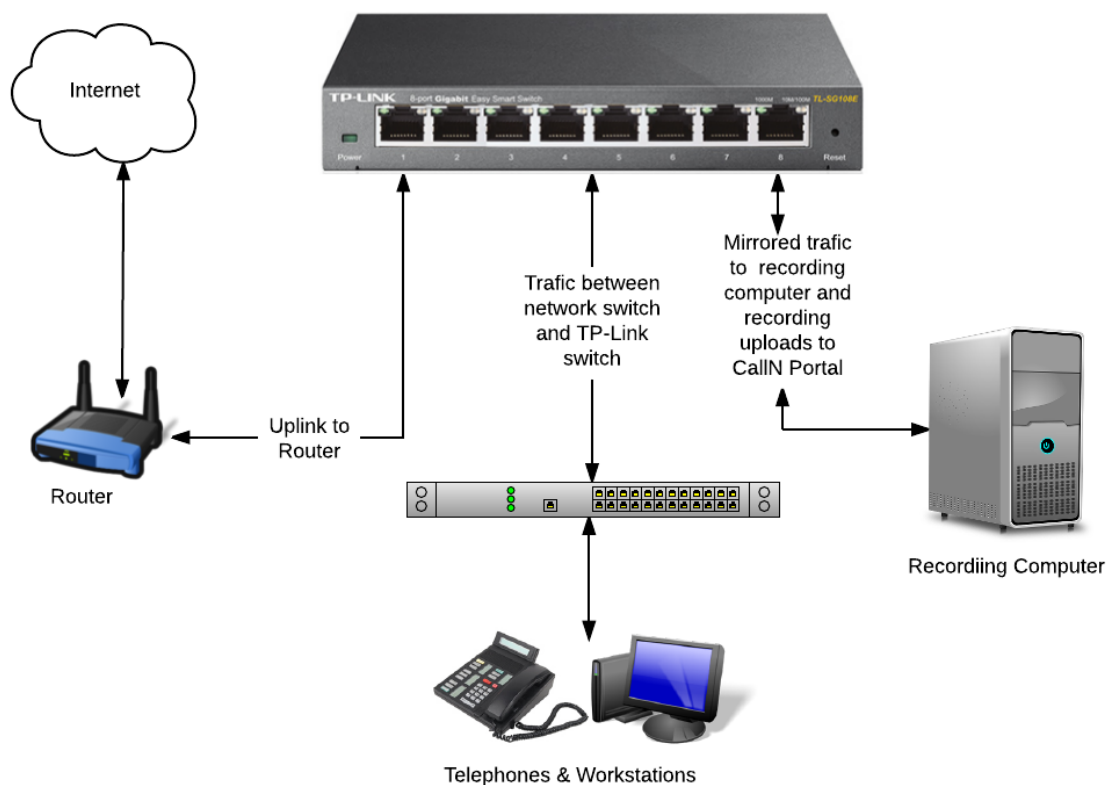
The TP-Link TL-SG108E needs to be setup in a location between the internet connection and the organisations LAN. There are three connections made on the TP-Link switch to integrate it into an organisations network so that CallIN can record calls.

The internet must be connected to the TP-Link switch to allow the recording computer to upload call recordings to the CallIN 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.

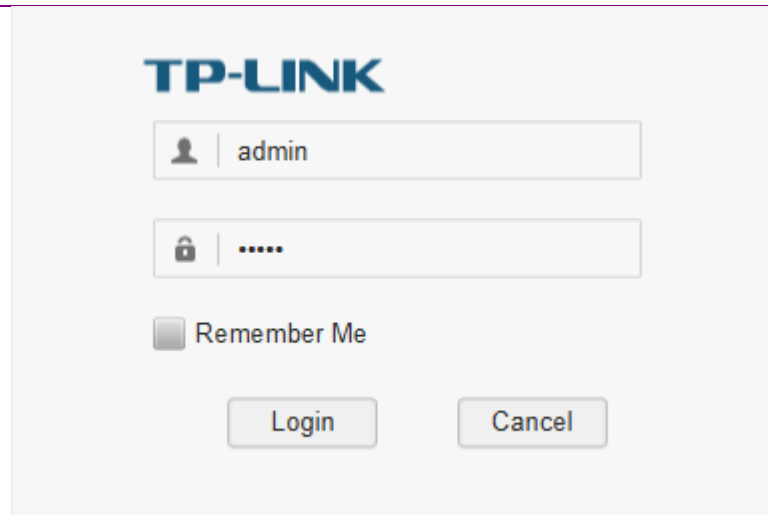
Connect a LAN cable between the Recording Computer and port 8 of the TP-Link switch. This allows the Recording Computer to see the calls for recording, but also access the internet to upload the recordings to the CallIN portal.

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.

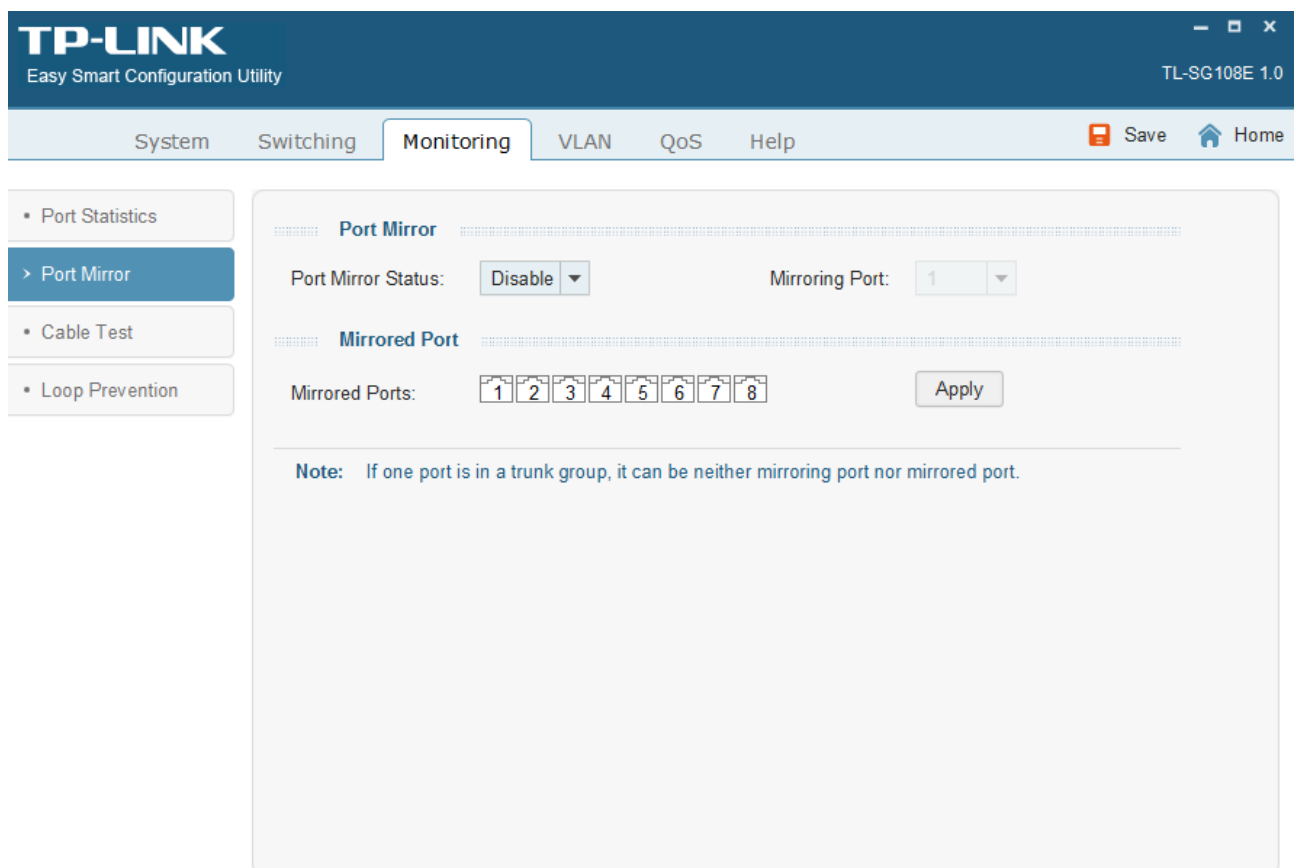
Once the next step of configuring Port Mirroring has been completed, all network traffic on port 1 of the TP-Link switch will also be seen on Port 8 of the TP-Link switch allowing for the recording of calls.







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

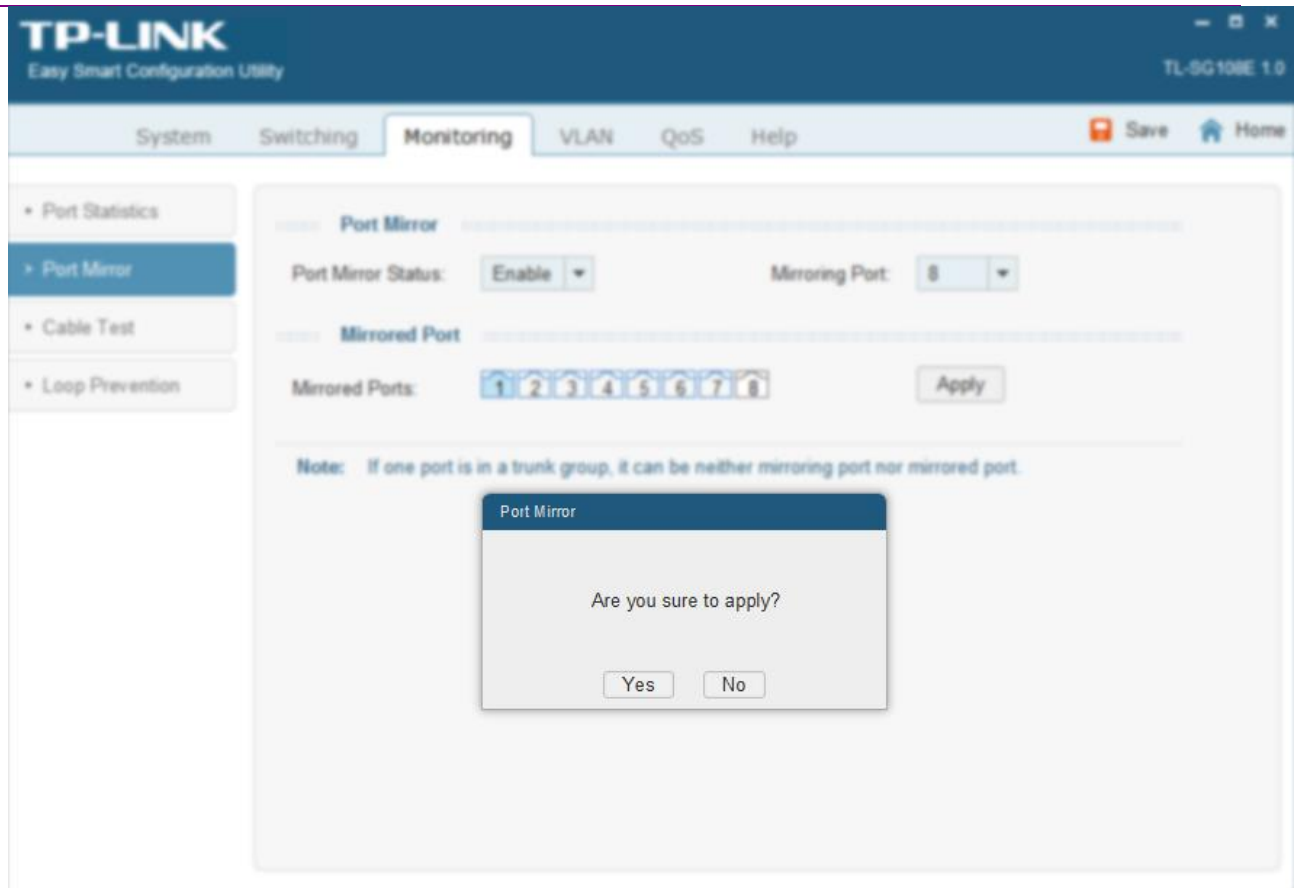


From the drop down box, set “Port Mirror Status” to Enable.

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.