

**CALLN HOSTED CALL RECORDING
PORT MIRRORING SETUP
NETGEAR GS716T
NETGEAR GS724T**

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1. Introduction

This document describes how to configure your NETGEAR GS716T and GS724T switch to work with CALLN. The two switches have an identical interface and for the purposes of this guide, are interchangeable. The guide is written from the view of a NETGEAR GS724T but everything mentioned also applies to the NETGEAR GS716T.

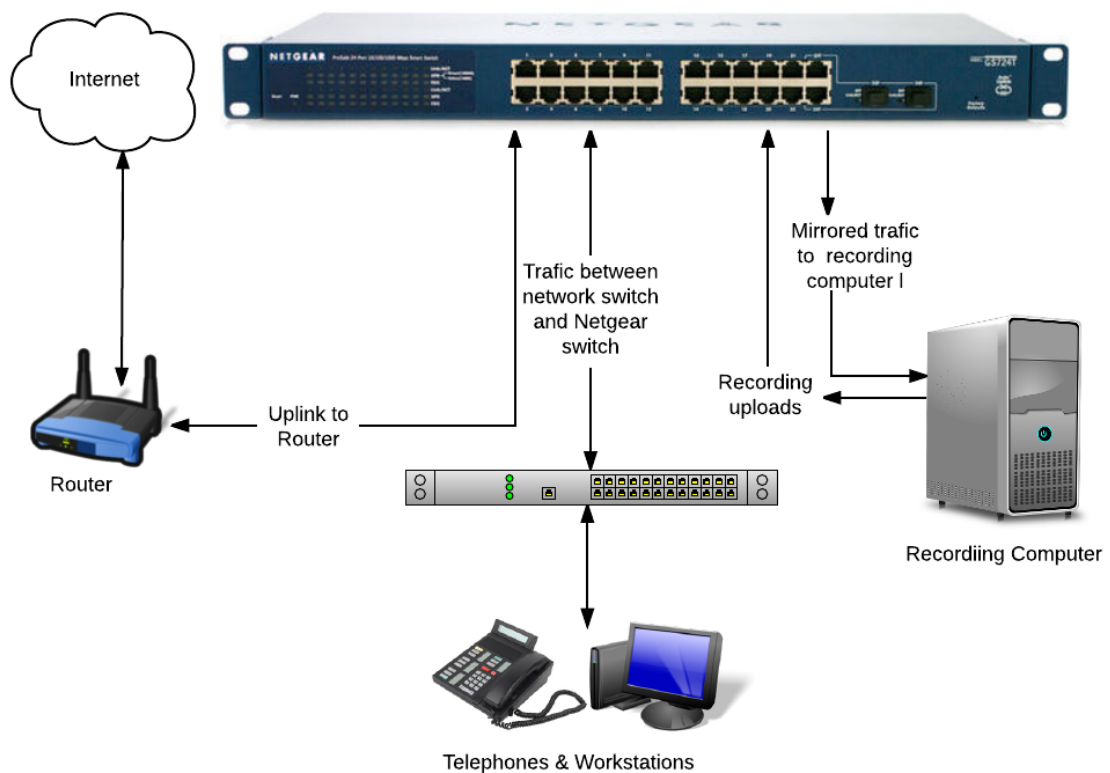


2. Connectivity

To successfully record calls, the Netgear switch needs to be placed into the network between the PBX/Voice Over IP supplier and network switches powering the phones.

The CallN recording computer requires two network connections. One network connection is connected to the destination port of the port mirror configuration. Typically, this will be the last port on your switch, but can be a nominated port at the time of configuring port mirroring.

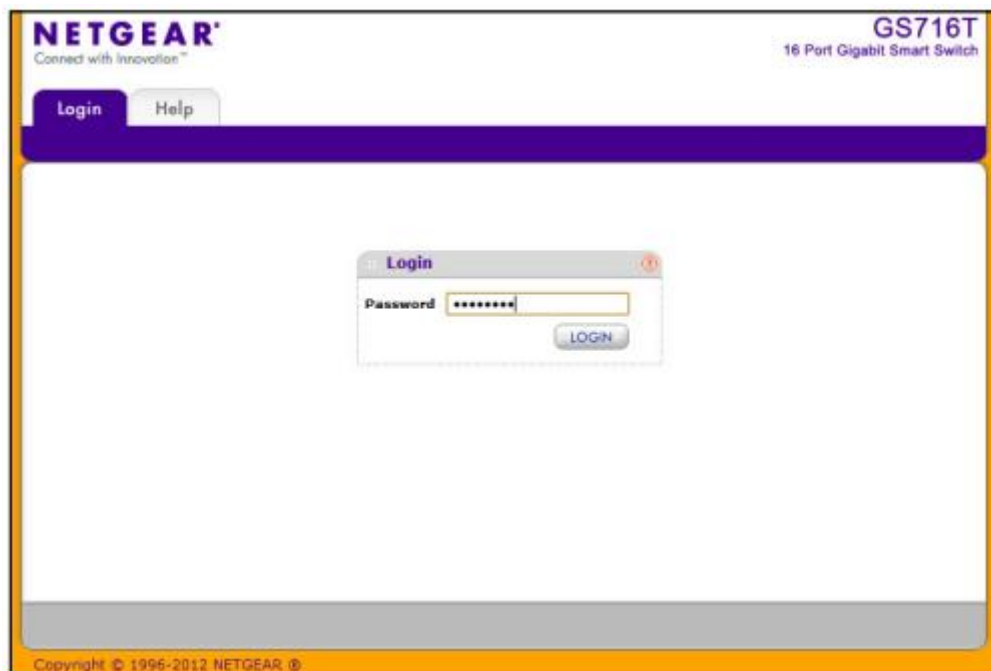
The second port is a standard connection to the LAN which allows CallN to upload voice recordings to your CallN portal.



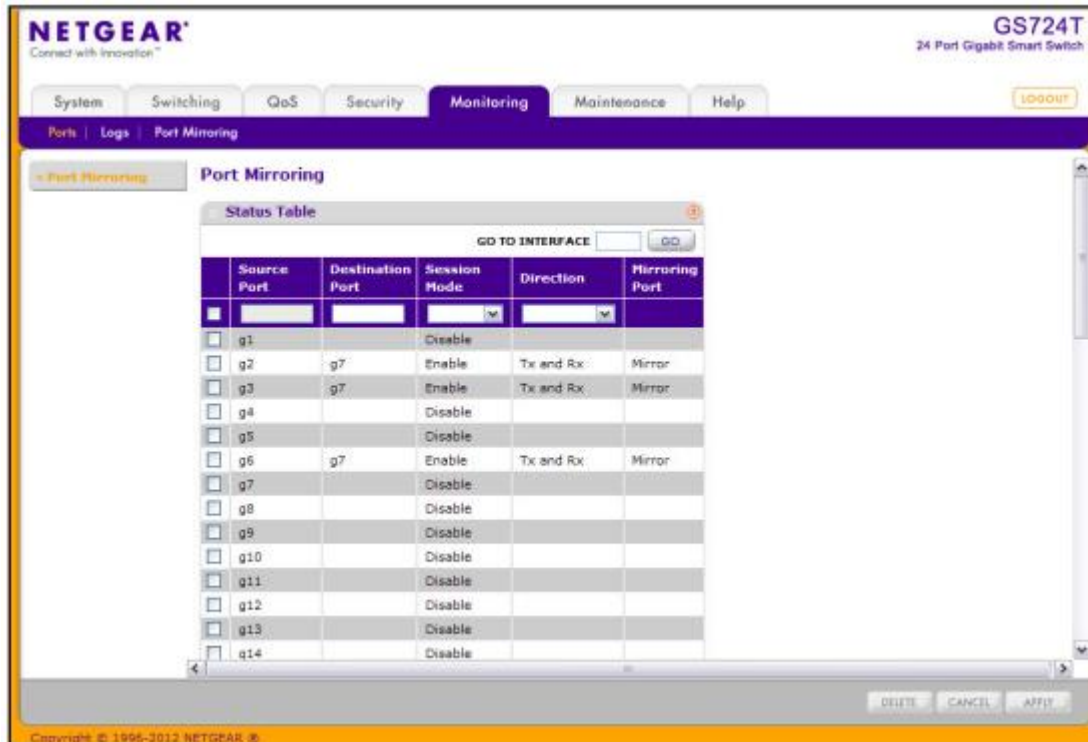
3. Configuration of Port Mirroring

Configuring the Netgear switch for port mirroring, can be done using a web browser or the "Smart Control Center" application included with the Netgear switch on CD. For the purpose of this guide, instructions will be for using the "Smart Control Center" which has a similar menu structure as the web configuration for the Netgear switch. The default IP Address of the Netgear Switch is 192.168.0.239. The default password is password.

Once connected to the switch, enter the password and select Login.



From the tabs across the top of the Smart Control Center window, select Monitoring. Select Port Mirroring from the menu options that appear.



The port for the switch are listed in the first column. Ports are listed a 'g1' for port 1, through to the 'g16' or 'g24'. To enable Port Mirroring on a port or multiple ports, select the check box beside the port. Insert a port number in the "Destination Port" field that traffic will be mirrored. This is the port the CallN Recording computer is connected. The port format is the same as the "Source Port" column, so port 7 will be g7 and port 10 is g10.

Set "Session Mode" to Enable to activate port mirroring, then set "Direction" to "Tx and Rx". This allows for both transmitted and received traffic on the source port to be copied to the destination port where the Recording Computer is connected.

Click Apply to save settings. Once settings have been saved, the "Mirroring Port" column will display "Mirror" beside each source port currently being mirrored.

Port mirroring is now configured. Place calls both to and from external sources to test that call recording is taking place. Once calls have been completed, log in to your CallN portal and listen to the call recordings.

If you need help at any time, please call CallN Support on 1300 467 768.