

# 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.

**Two ways to setup CallN on a TIPT service:** It requires a managed network switch.

## 1. Recording inbound and outbound calls only:

- Set up a port mirroring by settings a source port that is connected to TIPT router and a destination port that is connected to a recording pc. Please see the image 1.

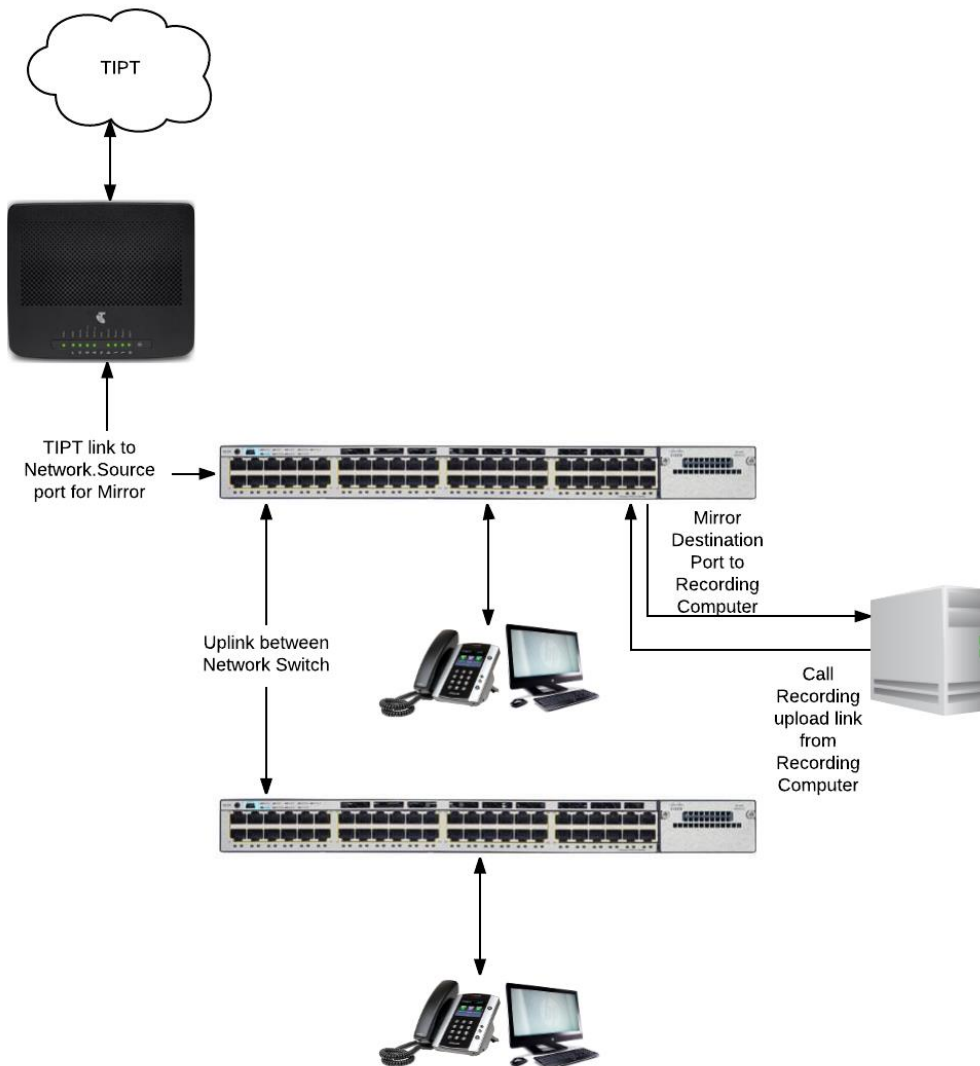


Image 1

## 2. Recording Internal, Inbound and Outbound calls

As internal call traffic happens over the internal network 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.

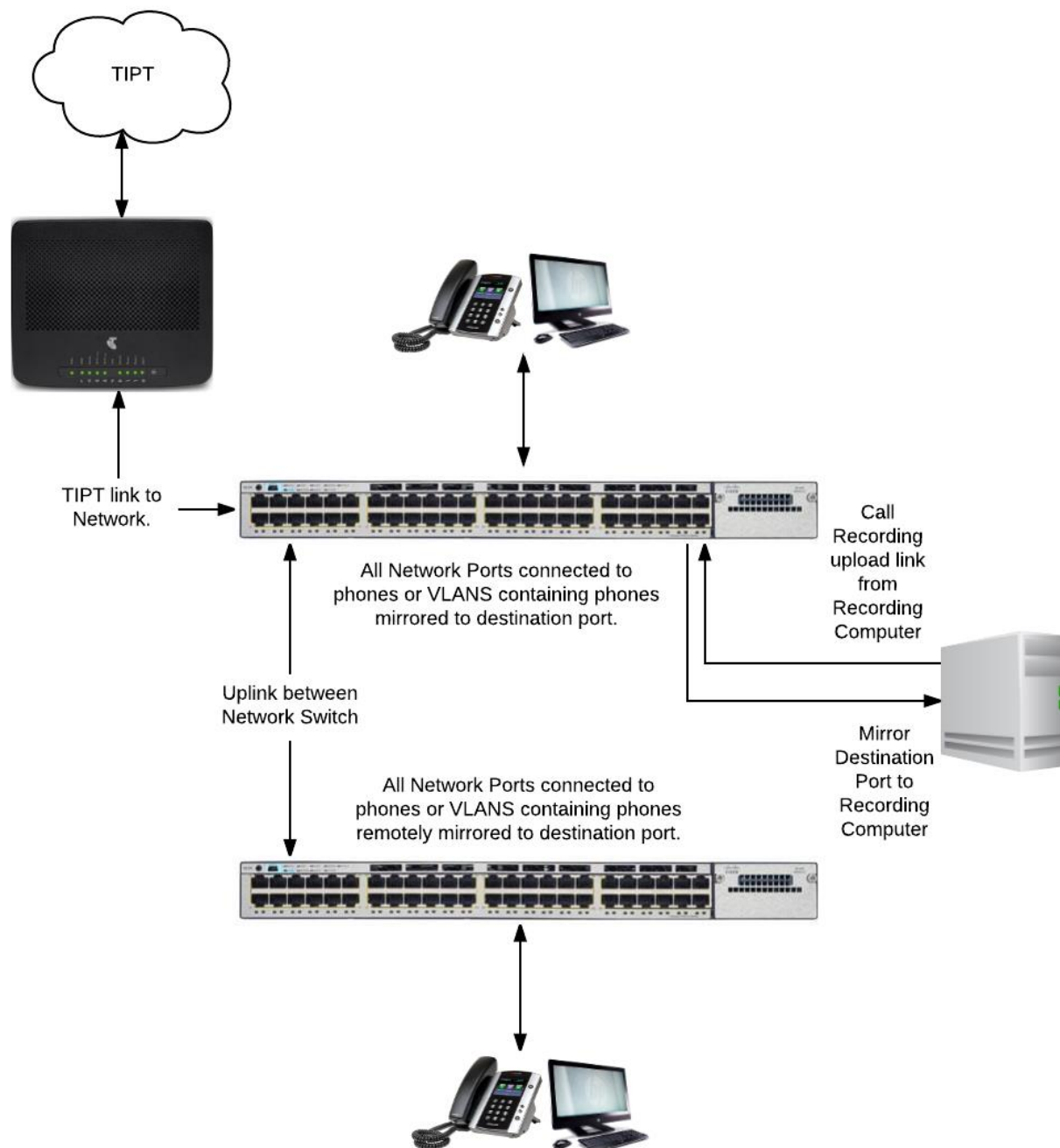


Image 2

**Note:** 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

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record the calls. The second connection allows internet access so that the CallN Client is able to upload call recordings to the CallN portal.