

SIP Print Presales FAQ

How does the SIP Print appliance record my phone calls?

The SIP Print appliance "listens" to telephone calls on a local or wide area network, captures the SIP packets and RTP packets, re-assembles them, stores the assembled IP packets as a wav file and records it in the SIP Print database. The SIP Print appliance does away with an Application Programming Interface (API) or a Computer Telephony Integration (CTI) to the PBX, since IP endpoints, the telephones, now have the functionality of "old" TDM or Digital PBX's. IP endpoints work on a "peer to peer" basis and use the IP PBX for IP routing only (internal network to the world.)

Where does SIP Print connect to, my phone system or to my network?

SIP Print connects to the network on which the IP telephone system communicates. The network is the telephone system. SIP Print need not connect to the IP PBX. Instead it connects to the network between the SIP endpoints.

Why does SIP Print cost typically half of the legacy analog/digital call recording systems?

SIP Print's proprietary design eliminates the multiple hardware resources required of legacy analog/digital call recording systems.

Does SIP Print require software on my PC or a hardware interface?

SIP Print does not require software on a PC or on a separate server. SIP Print is appliance based. It connects to the IP telephony network (the same as or separate from the data network) via a simple network interface on the back of the appliance.

Is there any annual maintenance required for software updates and support?

Annual maintenance is not required, though the manufacturer does recommended keeping watch on drive space and archiving / deleting when space becomes limited. Software updates are always free.

What is the warranty on the SIP Print appliance?

SIP Print comes with a 1 year parts and labor warranty. There is a 3 year extended warranty available. Upgrades are always free.

Can SIP Print record analog CO trunks, PRI trunks & T1-CASS trunks?

Currently SIP Print only records VoIP traffic under the SIP and RTP standards. Analog CO trunks, PRI trunks, T1 and E1 trunks do not transmit VoIP and are not supported under SIP Print.

How many people can listen to recorded conversation at that same time?

Every user of the SIP Print appliance may listen to a recorded conversation at the same time.

How do I see the recorded conversations and how are they played back?

After logging into the SIP Print appliance via a web browser from your local PC/Mac, click the play icon and the recorded call will be downloaded/played via your media player.

Does SIP Print work with my Mac desktop?

SIP Print is compatible with Mac, Windows, Linux, or any appliance with a browser connected to the SIP Print appliance network. SIP Print uses common browser technology, IE, Safari, Firefox and common media players, MS Media player, iTunes, etc.

What Codecs do you support?

SIP Print supports the G.711 codec.

How many calls can be recorded simultaneously?

The current SIP Print SMB appliance supports up to 200 IP endpoints and unlimited number of accounts. The current SIP Print Enterprise Appliance supports up to 600 IP endpoints and unlimited number of accounts.

How many users can a SIP Print appliance support?

The current SIP Print SMB appliance supports up to 200 IP endpoints and unlimited number of accounts. The current SIP Print Enterprise Appliance supports up to 600 IP endpoints and unlimited number of accounts.

Is there any special networking equipment required for SIP Print to function?

SIP Print must be in the flow of VoIP packets to capture them. Therefore, a port-mirroring switch is recommended. We recommend a NET Gear GS108T port mirroring switch. Set up is basic:

- Insert one end of the VoIP flow stream in port 1.
- Insert the other end of the VoIP flow stream in port 3.
- Insert the cable from SIP Print into port 2.
- Tell the port mirroring switch to mirror all TX and RX from Port 1 into port 2.
- Do not use divert. Use mirror.
- This will ensure all VoIP traffic is copied to SIP Print.

Can SIP Print record my follow-me calls?

SIP Print can record "follow-me" calls. A "follow-me" call is one in which somebody dials your number at work. Your phone is setup to transfer the call first to your home, or 2nd office, and then to your cell phone, or somewhere else, in sequence or all at once. It depends upon how you set up the follow-me directive for your phone. Ensure SIP Print is in the stream of SIP and RTP packets to capture the conversation. If a call comes in to the IP PBX which is acting as an IP-Proxy and as a follow-me feature provider, the call will go back out the way it came in. SIP Print must be attached in this flow stream. This works with SIP Trunks, but not with PRI trunking. SIP Print records VoIP traffic only, not Primary Rate Interface, Digital, TDM, or Analog.

Can I log into SIP Print outside of the LAN to listen to recorded calls?

Users of SIP print outside of the LAN where SIP Print is located may listen to the recorded calls on the appliance by first connecting to the LAN via a Virtual Private Network (VPN) (see your local system administrator for instructions on connecting to your LAN via a VPN.) Once connected to your LAN via a VPN, type in the web address of the SIP Print appliance in the URL bar of your browser. Login to SIP Print and listen to a recorded call by clicking on the download/play icon.