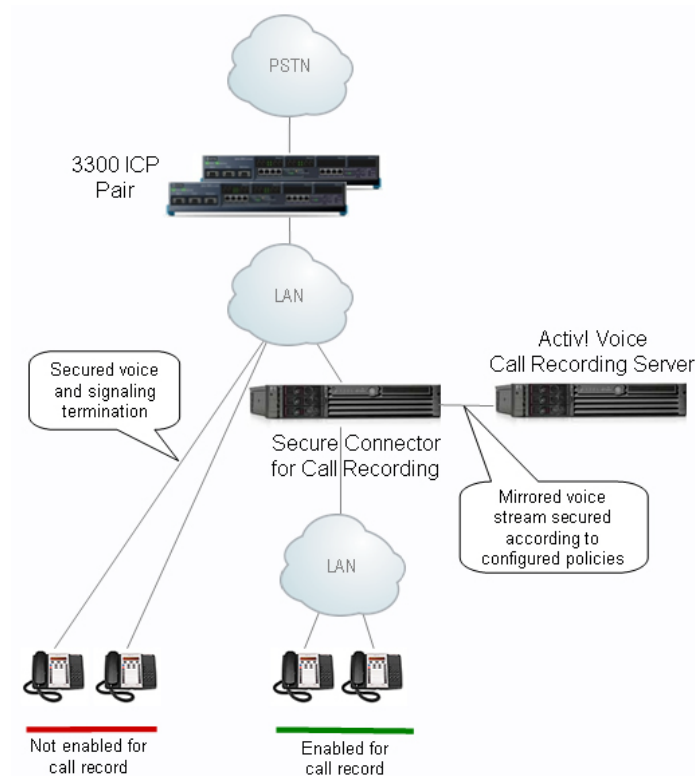




# VoIP Call Audio and Data Interaction Recording



**VPI CAPTURE™**  
Call Recording for

**Mitel 3300 ICP**  
Communications Platform  
Release 7.0 and Above  
Secure Recording Connector API

Advanced IP recording methodology of IP extensions and Teleworker Telephones

MiTAI CTI call control event based triggering

Single or multi-site configurations, with optional high availability distributed configuration and parallel recording

As a dedicated Mitel MSA Partner Member and Mitel and Inter-Tel technology partner since 1998, VPI supports Mitel's strategy for development of solutions that are global in scale and local in focus, delivering the unparalleled value advantage for any-size organizations, especially those with one or more small or medium size contact centers. Leveraging a wealth of experience with small to medium-sized (SMB) and large enterprise organizations, VPI and Mitel meet their needs of flexibility, simplicity, and agility, combined with a variety of choices for customization and integration.

Known for its secure, flexible and feature-rich IP recording, VPI delivers a certified method of connecting its VPI CAPTURE call recording system to Mitel 3300 ICP communication platform, via the Secure Recording Connector Server (SRC). The solution provides mirrored voice streams from the SRC server directly to the VPI CAPTURE call recording server.

## Mitel Secure Recording Connector® (SRC)

A software solution that facilitates the recording of Mitel voice streams by VPI CAPTURE call recording equipment. SRC uses the Mitel Standard Linux (MSL) operating system as its base and is positioned on the LAN between the ICP and the sets to be recorded. It accepts requests from VPI CAPTURE to establish taps in the voice stream. These taps are separate (mirrored) streams from the SRC to the VPI CAPTURE call recording system.

### Supported Mitel Call Flow Scenarios:

- > Simple Call
- > Call Transfer
- > Call Transfer with Hold
- > Call Monitoring
- > Call Conference / Barge In

### Supported Recording Modes and Retention:

- > Full Time Recording
- > Configurable Recording
  - Always Record
  - Never Record
  - Rules based recording (upcoming)
- > Configurable Retention of Recording

## Solution Advantages

### Maximum Reliability Security

VPI CAPTURE provides station side call recording capabilities without dependencies on the limited Port SPAN (packet sniffing) audio capture methods. The VPI solution does not require packet sniffing to capture the RTP stream, thus minimizing pressure on the network, and ensuring IP packets are not lost. In order to provide facilities for high availability and resiliency, the integrated system also provides the ability to connect to multiple SRC's with the facility to failover to the secondary interface upon failure of the first.

### Little or No Impact on Network Resources

With a direct SRC connection to Mitel, VPI CAPTURE captures superior audio quality with minimal impact on your VoIP telephone system and network. Benefit from no or very little impact on your on Voice over IP switching functions and capacity, communications, network resources, and voice audio quality.

### Enhanced Security

Unlike traditional packet sniffing recording methods, VPI's Mitel SRC solution does not compromise resiliency and the secure signaling and audio between the PBX/Controller and IP telephone sets. The result is a more secure Voice over IP communications system within a Mitel call recording infrastructure – locally or for remote branches and workers.

### Dynamic, Concurrent Connection Recording Option

Dynamic recording often makes recording in an IP environment very cost effective. It is limited only by the maximum number of simultaneous recordings, which in turn is limited by the number of available channels in VPI CAPTURE. For example, a 64-channel recorder can be configured to record 256 telephones/devices but will only record the first concurrent 64 calls. When the channel capacity is exceeded by the number of simultaneous calls, recordings are ignored in the order received.

### Open, Standardized File Formats

The application supports the standard codec implementations G.729 and G.711, thereby allowing for unified file formats for hybrid or transitional call recording implementations, involving both, TDM and VoIP communications.

### Multi-Branch, SMB Friendly Solution

For small to medium sized organizations using the 3300 ICP (CX or CXI) controller that require 50 or less concurrent recording sessions, a stand alone SRC server is not required at each branch or remote location. Organizations can leverage a low cost APC card at each remote location, providing the same functionality as a stand-alone SRC server at each.

## Customer Requirements

The standard SRC server will support a maximum of 1000 devices (350 concurrent connections). For customers requiring more than 350 concurrent devices, further SRC servers can be installed.

The SRC application includes licenses for up to 5 devices. Licenses for additional devices are sold in quantities of 1, 10 and 50. These can be ordered through your Mitel Partner. Customers also need to purchase a server compliant with the Mitel Standard Linux engineering guidelines. The Mitel Standard Linux needs to be installed on the server before the SRC application can be installed. Please note this application is not part of Mitel Applications Suite and cannot be installed co-resident on the same server as the Mitel Applications Suite.

The table below lists the minimum ICP versions and IP telephone sets supported by the SRC solution. Prior to deploying a telephone set as a SRC, please ensure that the latest set load is applied by booting it from an up-to-date ICP.

3300 ICP Release	Supported Telephone Sets							
	5020	5215 / 5220	DM 5215 / 5220	5235	5212 / 5224	Navigator	5330 / 5340	5560 IPT <sup>2</sup>
7.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes <sup>1</sup>	Yes
7.1 and 8.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes <sup>3</sup>

1. Release 7.0 UR2 or later

2. 5560 IPT Release 1.0 sets count as two devices when provisioning

3. Release 7.1 UR2 or later

## Additional Mitel VPI CAPTURE Recording Integrations

1. Trunk Side Recording on Mitel 3300 ICP, SX-2000 and SX-200
2. Station Side Recording with RTS Box on SX-2000 Platform
3. Trunk Side Single & dual port T1/E1 audio capture capabilities utilizing Mitel's MiTAI Server Edition & Client Edition

## About VPI

VPI (Voice Print International, Inc.), a Mitel MSA technology and Mitel DataNet partner, is a leading innovator and provider of integrated call recording and quality management solutions for contact centers, government agencies, and first responders. VPI's award-winning solutions help over 1,000 organizations worldwide improve workforce performance, build customer loyalty, minimize risk and ensure compliance. For more information, visit [www.VPI-corp.com](http://www.VPI-corp.com) or call (800) 200-5430.



1016 West Geneva • Tempe, AZ 85282  
(480) 858-9600 • [www.mitel.com](http://www.mitel.com)

\*Some features and applications mentioned may require a future release and are not available in the initial release. Future product releases and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software. Copyright 2010. Mitel, Incorporated. All products and services mentioned are the trademarks, service marks, registered marks or registered service marks of their respective owners.