# BOSS Installation Planning Guide

Version 12

_____
*SITE NAME*

Presented By: _____

Date: _____

# - IMPORTANT NOTE –
## PLEASE READ BEFORE PROCEEDING!

This guide contains information vital for your Revcord Recording system installation. All departments responsible for the installation process will need to review this guide. The more data that you provide the Installation team will assist in configuring your system prior and during the installment.

It is important to complete all of the following worksheets to the best of your ability. We recommend completing these worksheets before scheduling a specific installation date. All information and "prep work" must be complete and worksheets received no later than the dates specified for the Installation. In addition, delays in getting these worksheets to the installation team, will result in a delay of your installation.

If you have questions about any of the following worksheets, please contact your Sales Representative and they can assist you!

## PLANNING GUIDE CONTENTS

## **USER AND VENDOR CONTACTS**

Site Name _____

Address _____          City, State, Zip _____

_____

Primary Contact _____          Secondary Contact _____

Contact Number _____          Contact Number _____

Contact Email _____          Contact Email _____

_____

Local IT Contact _____

Contact Number _____

Contact Email _____

_____

Phone Vendor _____          Radio Vendor _____

Contact Name _____          Contact Name _____

Contact Number _____          Contact Number _____

Contact Email _____          Contact Email _____

_____

# SITE & NETWORKING INFORMATION

The questions in this section will establish basic information about your installation environment. For networking questions, we recommend you first refer to your local IT or systems administrator.

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**1**. Will the IT or systems administrator be available the day of the installation?

□ Yes
□ No

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**2**. Where will the call recorder be installed?

□ Rack Mount
□ Rack Shelf
□ Desk/Table
□ Virtual Env.

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**3**. If the unit is rack mount, is there space available (our system is 4U) and the proper mounting screws available?

□ Yes
□ No

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**4**. Have the power outlets been tested and is there a UPS available? *(Revcord highly recommends a UPS)*

□ Yes
□ No

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**5**. Are you planning to back up your data?

□ Yes
□ No

**5b**. If yes, what type of backup media will you be using?

□ USB Device
□ NAS Device
□ RevSync

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**6**.Your system's default call retention period is one year. If a system's D: drive (local space) fills up, the system will stop recording. Bearing this in mind, would you like to either increase or decrease the system retention period?

□ Yes
□ No

**6b**. If yes, how many days would you like this retention period to be?

_____ Days

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**7**. Has a network cable been provided and tested for the data connection to the voice recorder?

□ Yes
□ No

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**8**. Has a static IP been designated for the voice recorder?

□ Yes
□ No

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**8b**. If yes, please provide the address details:

IP Address ___.___.___.___
Subnet ___.___.___.___
Default Gateway ___.___.___.___
Preferred DNS ___.___.___.___
Secondary DNS ___.___.___.___
Tertiary DNS ___.___.___.___

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**9**. Are you going to be utilizing Screen Capture?

□ Yes
□ No

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**10**. Does your network employ port security policies? □ Yes
□ No

**10b**. If yes, please note the following ports are used by Revcord and should be allowed for both TCP and UDP: 80, 443, 943, 1935, 2002, 4510, 4520, 4530, 8087, 8086, 8181, 8431, 8970, 9876, 10000 and 10999

**11.** Revcord utilizes TeamViewer to access systems and perform maintenance and upkeep. Does your network restrict remote access via TeamViewer? □ Yes
□ No

**11b**. If yes, please describe the alternative plan for accessing your system remotely.

**12**. Will you be adding the Revcord Call Recorder to your Domain? □ Yes
□ No

**12b**. If yes, please note that Revcord Call Recorders that are added to a Domain must have Administrative privileges.

**13**. RevGuard is our Remote Monitoring Software. It provides system and software status updates and alarms. These alarms are emailed direct to our support team. Would you like these alerts sent to a local contact as well? □ Yes
□ No

**13b**. If yes, please provide an email address to receive these alerts:

_____

**14**. Please Indicate your time zone. □ Eastern
□ Central
□ Mountain
□ Pacific

### Important Notes:

All Revcord Call Recorders come with Windows 10 Professional installed. This provides for 20 concurrent connections to a Revcord server. For more than 20 concurrent connections, Windows Server 2016 is available.

Windows Updates on Revcord Call Recorders are defaulted to automatic download and manual install.  Upon a reboot, the Windows Updates will be installed. Rebooting and installing these updates should be scheduled and handled by your local IT personnel as this will interrupt call recording.

The Revcord system does not come with anti-virus software. While we do not foresee any problems with third party security software, there always exists a chance of performance impact. Please contact support before installing any third-party software to the Revcord Call Recorder. We cannot provide warranty coverage for issues caused by third party software.

# TELEPHONE RECORDING

This section will deal with your Telephone recording needs. If you need assistance with this section, we advise you first reach out to your telephone provider point of contact.

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**1**. Are there telephone signals that need to be recorded?
*(If no, please move to the next section)*

□ Yes
□ No

       **1b**. If yes, how many and what type of signals are these?

□ Analog   ___
□ Digital   ___
□ VOIP   ___
□ T1   ___

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**2**. Please provide the following information about your telephone system:

PBX Manufacturer _____
PBX Model and Revision _____

If this is a Digital or VOIP PBX, please provide the make, model, and number of handsets being recorded.

Handset Make _____ Handset Model _____
Number in Use _____

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**3**. Is a telephone technician scheduled to be available during the installation?

□ Yes
□ No

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**4**. Sometimes a site may utilize analog converters to change the signal from a digital or VOIP device to a traditional analog signal. Are you utilizing any of these converters at your site?

□ Yes
□ No

       **4b**. If yes, how many?

_____

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### THE FOLLOWING QUESTIONS PERTAIN ONLY TO VOIP RECORDING

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**5**. If you are recording VOIP signals is this being accomplished via

□ Port Mirror
□ Trunking

       **5b**. Port Mirroring/Spanning - has this been verified from the switch port to ensure traffic is being made available as expected? *(Revcord utilizes and recommends WireShark to analyze packet streams)*

□ Yes
□ No

       **5c**. SIP Trunking - a static address is required. Please provide the address information:

IP Address ___.___.___.___
Subnet ___.___.___.___
Default Gateway ___.___.___.___
Preferred DNS ___.___.___.___

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**6**. Has a network cable been provided and tested from the VOIP signaling port to the Recorder location?

□ Yes
□ No

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| | |
|---|---|
| **7**. QoS (Quality of Service) is highly recommended for sites recording more than 5 VOIP devices. Does your switch have this capability? | □ Yes<br>□ No |
| **7b**. If yes, has this been configured? | □ Yes<br>□ No |

| | |
|---|---|
| **8**. Some PBX vendors provide traffic in an encrypted format. Does your PBX support encryption? | □ Yes<br>□ No |
| **8b**. If yes, you will be responsible for providing a decryption key. | |

### NOTE ON PORT MIRRORING

Mirroring the PBX port to the voice recorder may seem like the easiest solution, but be aware that this will NOT mirror internal (extension to extension) calls. In order to avoid this scenario, we recommend mirroring ALL individual device ports to the voice recorder's span port.

### NOTE ON PROTOCOLS AND CODECS

Revcord supports the following Analog/Digital Audio Codecs:
G.711, G.729a, MSGSM, G.722, PCM16

Revcord supports the following VOIP Protocols:
H.323, SIP, CISCO SKINNY, MGCP, RTP

Revcord supports the following VOIP Audio Codecs:
G.711, G.729a, MSGSM, G.722

### THE FOLLOWING QUESTIONS PERTAIN ONLY TO TEXT-TO-911 RECORDING

| | |
|---|---|
| 1. What's the typical interface for communication to receive the text message? | □ Legacy COM Interface<br>□ TCP<br>□ UDP<br>□ MSRP<br>□ Other<br>_____ |
| **2**. What's the text format of the message we'll be receiving? | □ XML<br>□ JSON<br>□ Other<br>_____ |

## RADIO RECORDING

This section will deal with your Radio recording needs. If you need assistance with this section, we advise you first reach out to your radio provider point of contact.

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**1**. Are there radio signals that need to be recorded?
*(If not, please move to the next section)*

□ Yes
□ No

    **1b**. If yes, how many and what type of signals are these?

□ Analog   ____
□ Digital   ____
□ ROIP   ____

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**2**. Is a radio technician scheduled to be available during the installation?

□ Yes
□ No

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**3**. How are these radio signals being provided?

□ 2 Wire
□ 4 Wire
□ Combined

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### THE FOLLOWING QUESTIONS PERTAIN ONLY TO ROIP RECORDING

**4**. If this is a ROIP (Radio over IP) Integration, please provide the following information about your radio system:

Radio Manufacturer _____
Model and Revision _____

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**5**. ROIP recording requires a separate NIC connection to the Radio V-Lan. Please provide the address details:

IP Address ___.___.___.___
Subnet ___.___.___.___
Default Gateway ___.___.___.___
Preferred DNS ___.___.___.___

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**\*For Radio Integrations please include the appropriate add-on form.**

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# CHANNEL INFORMATION

Based on the configuration of your current recording solution and/or the recording punchdown blocks we will connect too, please use the table below to match recorder channels to channel names. If additional signals are to be added to the Revcord system, the appropriate vendor will need to provide those signals to the recording block prior to, or on the day of the installation.

*(Please note that for VOIP phones we prefer the MAC address if available.)*

| Channel | Channel Name | Signal Type (Digital, Analog, T1) | MAC or IP Address (VOIP/ROIP ONLY) |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| 14 | | | |
| 15 | | | |
| 16 | | | |
| 17 | | | |
| 18 | | | |
| 19 | | | |
| 20 | | | |
| 21 | | | |
| 22 | | | |
| 23 | | | |
| 24 | | | |

| Channel | Channel Name | Signal Type (Digital, Analog, VOIP) | MAC or IP Address (VOIP/ROIP ONLY) |
|---------|--------------|-------------------------------------|-------------------------------------|
| 25 | | | |
| 26 | | | |
| 27 | | | |
| 28 | | | |
| 29 | | | |
| 30 | | | |
| 31 | | | |
| 32 | | | |
| 33 | | | |
| 34 | | | |
| 35 | | | |
| 36 | | | |
| 37 | | | |
| 38 | | | |
| 39 | | | |
| 40 | | | |
| 41 | | | |
| 42 | | | |
| 43 | | | |
| 44 | | | |
| 45 | | | |
| 46 | | | |
| 47 | | | |
| 48 | | | |

**\*For additional channels, please include as many Channel List Add-On Forms as necessary.**

# USER INFORMATION

Please provide us some basic user information for your system. Detailed access privileges will be configured during your training session.

*(Please note accounts marked Admin will automatically have all privileges granted.)*

| First Name | Last Name | Admin *(Yes/No)* |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |
|  |  |  |

All user accounts will be configured to a standard, generic access for the first sign-in.

For example: user John Public will use the login credentials

**Login ID**: jpublic
**Password**: 1234567a

After the first logon attempt, the user will be prompted to update their login name (*jpublic*) to an email address and to set their new password.

## USER SIGN-OFF

**CERTIFICATION OF CONFORMITY**
Upon installation, this document when duly completed and signed constitutes the Revcord Certificate of Conformity that the material supplied meets the Customer's requirements, and the site is ready for deployment.

*Your signature on this document confirms that the Revcord "prep work" is complete and you have provided as much information as possible for your system to be moved into production by the Operations Team. Please note that this signature will initiate the install process. Any changes or modifications to the system from this point on could result in billable items plus expenses.*

| Signature/Date – Customer | | Signature/Date – Revcord | |
|---|---|---|---|
| | | | |
| Signature: | | Signature: | |
| Print first and last name: | | Print first and last name: | |
| Title: | Date: | Title: | Date: |