

To ensure that your Replay Call Recording solution is implemented properly and efficiently, please take the time to review this document and fill out all required forms. Sections of this document relate to all call recording solutions offered by Trisys and other parts are specific to certain products that have been purchased.

Part 1 - COMMON REQUIREMENTS

(This section **applies to ALL Replay Call Recording** products)

A) UPS (uninterruptable power supply)

All call recording products deal with huge amounts of data being sent to/from a hard disk. Under normal operating conditions, you should have trouble-free disks for many years. However, something as simple as a power outage during a “write” operation on your drive can cause a serious (in many cases fatal) damage to that disk. Let’s face it: today, the cost of a hard drive is negligent. **This is NOT the case with the data on which this drive is stored, or the time and effort that will be required to bring your system back to proper function.**

To minimize the chance of a disk “crash”, we **require** that our call recording systems be connected to an intelligent Uninterruptable Power Supply (UPS). Many of these UPS products can interface directly with the PC’s operating system to facilitate automatic shutdown during power outage. Prices for these devices may start at around \$150.00. Although we don’t endorse any particular product, an example of an intelligent UPS would be:

APC Back-UPS RS 800VA 120V or APC BACK-UPS 900VA 120V (For more choices, [click here](#) to visit the APC website).

B) Remote Access is required

All T1 and Analog Replay Call Recording systems ship pre-configured and tested. Regardless, there’s a final component of the installation that may require our assistance. It is mutually beneficial to ALL parties involved that these systems are installed correctly and without unnecessary delays.

To ensure proper and timely installation of our solutions, Trisys **requires remote access** to computers where Replay Call Recording products are installed **during the installation and during support calls**. We understand your security concerns, but we DO NOT need a permanent access. Remote Access Sessions will only be required when we need to configure or troubleshoot your system and can be done under your employees’ supervision.

We do understand that there are extenuating circumstances where remote access cannot be granted. Unfortunately, in these situations, since the installation and maintenance of this product takes a lot longer, we require an additional fee of \$1,795, payable by credit card. Please select your choice (YES/NO) below.

YES, we WILL provide Trisys with remote access during installation and support calls.

NO, we WILL NOT provide Trisys with remote access, and agree to pay an additional fee of \$1,795.



END USER PRODUCT REGISTRATION INFORMATION

(Required information below must be completed for order processing)

End User Company: _____ End User Telephone: _____

End User Contact Name: _____ End User E-mail: _____

End User Address: _____ City: _____ State: ____ Zip: ____ Country: _____

PBX Manufacturer: _____ PBX Model: _____

Part 2 – REPLAY CALL RECORDING CONFIGURATION CHECKLIST

(Select only **one** connection [ANALOG, T1, VoIP or ST] from the list below.)

Option 1- connection to ANALOG lines ONLY, you need **Replay ATS**.

How many lines? _____

Please disregard the rest of this page, and simply sign below.

Option 2 - connection to T1 (PRI or RBS) ONLY, you need **Replay T1 (PRI or RBS)**.

*For mixed T1 (both, voice & data on the same T1), specify how many voice channels: _____

a) Will this Replay T1 system be connected to PRI?

YES, it WILL be connected to PRI.

NO, it WILL NOT be connected to PRI.

b) For non-PRI T1 (or RBS), the following should be readily available from your T1 provider. Please select the appropriate options in each category.

Signaling:	LOOP	or	E&M
Coding:	B8ZS	or	AMI
Framing:	ESF	or	D4
Line Build-Out:	0 dB (CSU)		
	0 - 133 feet (DSX-1)		133 - 266 feet (DSX-1)
	266 – 399 feet (DSX-1)		399 - 533 feet (DSX-1)

Please disregard the rest of this page, and simply sign below.

Option 3- connection to IP phones station side recording ONLY, you need **Replay VoIP**.

Confirmation that all VOIP traffic to and from these IP Phones will be copied to a mirrored (span) port which Replay will monitor.

a) If you have SIP phones, you need **Replay SIP**.

How many stations? _____

b) If you have CISCO phones (Skinny protocol), you need **Replay CSO**.

How many stations? _____

c) If you have other types of IP phones, you need **Replay RTP**.

How many stations? _____

Please disregard the rest of this page, and simply sign below.



END USER AND RESELLER AGREEMENT

(This form must be signed by both the end user and reseller for order processing)

End User

End User Company Name: _____ End User Contact Name: _____

Signature: _____ Date: _____

Reseller

Reseller Company Name: _____ Reseller Contact Name: _____

Signature: _____ Date: _____

Reseller Telephone: _____ Reseller E-mail: _____

Trisys Inc.
187 Columbia Turnpike
Suite 484
Florham Park, NJ 07932

www.trisys.com

Phone: 973-360-2300
Fax: 973-360-2222
Email: general@trisys.com