



## SIP Print Call Recording – How it Works

**SIP PRINT** 

Pure SIP Recording™

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# Introducing SIP Print



*The world's first and only affordable  
SIP- compliant call recording system*

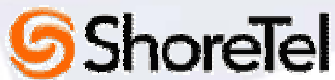
- ◆ **An appliance that offers true system-level call recording for many of today's leading VoIP phone systems**
- ◆ **The most cost effective call recording solution (SIP, Analog or Digital) in the marketplace today**

# SIP Print Advantages



- ◆ **Pure system-level SIP voice recording for SMB and larger organizations- 15-200 users per appliance**
- ◆ **Typically less than *half the cost* of legacy analog or digital call recording systems**
- ◆ **Records advanced functions like voicemail or “follow-me” calls forwarded to mobile phones or off-premise phone numbers**
- ◆ **Easy to Use - Web-based administration**
  - **Call playback on standard media players**

# Compatible with Most IP-PBX's



## Compatible IP Protocols

- ◆ SIP 2.0
- ◆ SIP Hybrid
- ◆ MGCP



## Call Capture

- ◆ **Trunkside- Analog CO, T-1/PRI, T-1 CAS & SIP Trunking (G.711 & G.729)**
- ◆ **Extension-to-Extension**
- ◆ **Follow-Me Calls**
- ◆ **User- & Extension-Specific**
- ◆ **SIP & RTP Traffic**

**ALL ON YOUR LOCAL NETWORK**



## Playback

- ◆ WAV (.wav) media file
- ◆ Standard Media Players
  - ◆ Windows Media Player
  - ◆ Adobe Media Player
  - ◆ Real Media Player
  - ◆ Apple Quicktime
- ◆ Fast FWD & Rewind
- ◆ Email-Ready File Formats

## Administration & Management

- ◆ Web-Based GUI
- ◆ Remote Administration
- ◆ Multiple Manager Access
- ◆ Search By
  - ◆ User Name
  - ◆ Extension
  - ◆ Caller ID
  - ◆ Time & Date Range
- ◆ Supported Browsers
  - ◆ MS Internet Explorer
  - ◆ Mozilla Firefox
  - ◆ Apple Safari

# SIP Print *versus* Legacy Systems



## SIP Print Solution

- ◆ Records All Calls  
(Extension-to- Extension, Follow-Me Calls & Voicemail)
- ◆ No PBX or Handset Integration  
(Captures all calls on the LAN)
- ◆ Remote Administration
- ◆ Generic Web Browser for Admin  
(Internet Explorer, Mozilla Firefox, Apple Safari)
- ◆ Generic Media Players  
(Windows Media Player, Adobe Media Player & Apple Quicktime)
- ◆ E-mailable Call Recordings
- ◆ No Annual Maintenance Fees  
(Including Software Updates & Support)
- ◆ **\$150-\$300 per user (MSRP)**

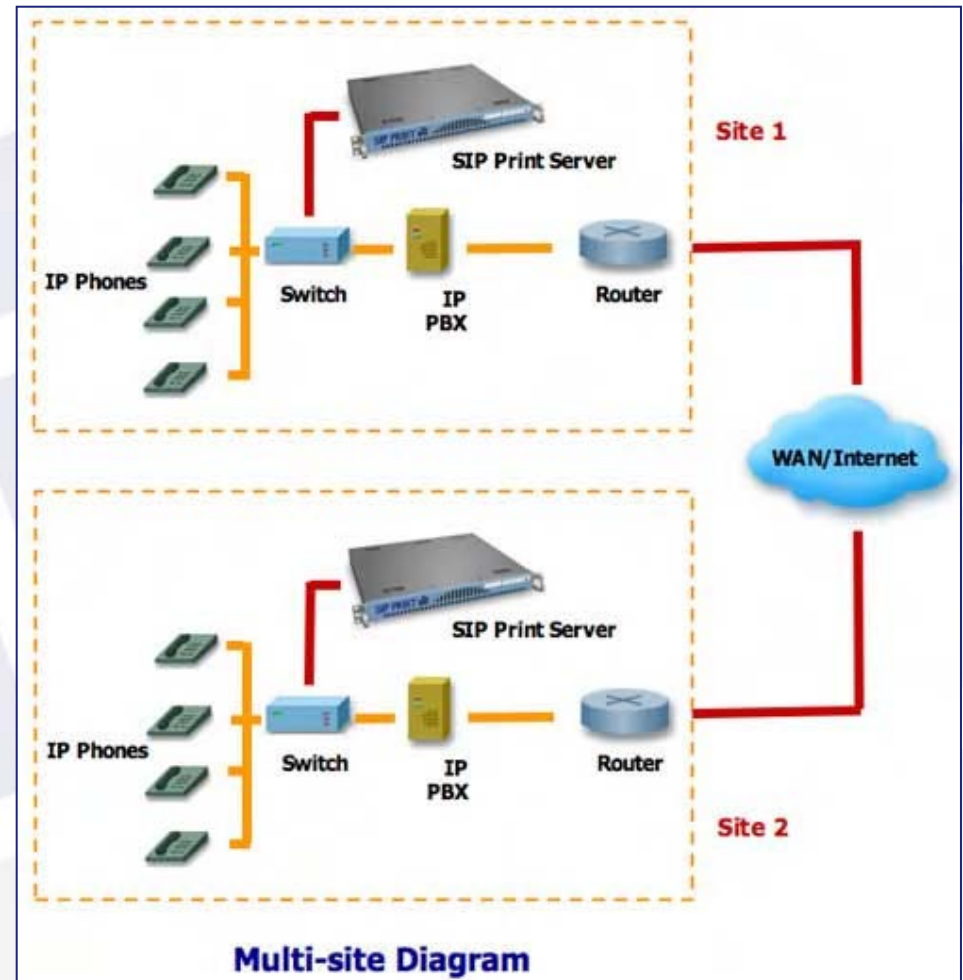
## Legacy Solutions

- ◆ Records Trunk-side Only
- ◆ Logger Patches or PBX integration required
- ◆ Local Administration Only
- ◆ Proprietary Interface for Admin
- ◆ Proprietary Playback Interfaces
- ◆ No E-mailable Call Recordings
- ◆ Annual Maintenance Fees  
(For Software Updates & Support)
- ◆ **\$500-\$1,000 per user (MSRP)**

# Single Site & Multi-Site Applications



- 15-200 users per server
- Multiple servers can be installed to support more than 200 users



# How SIP Print Works

## Logging In

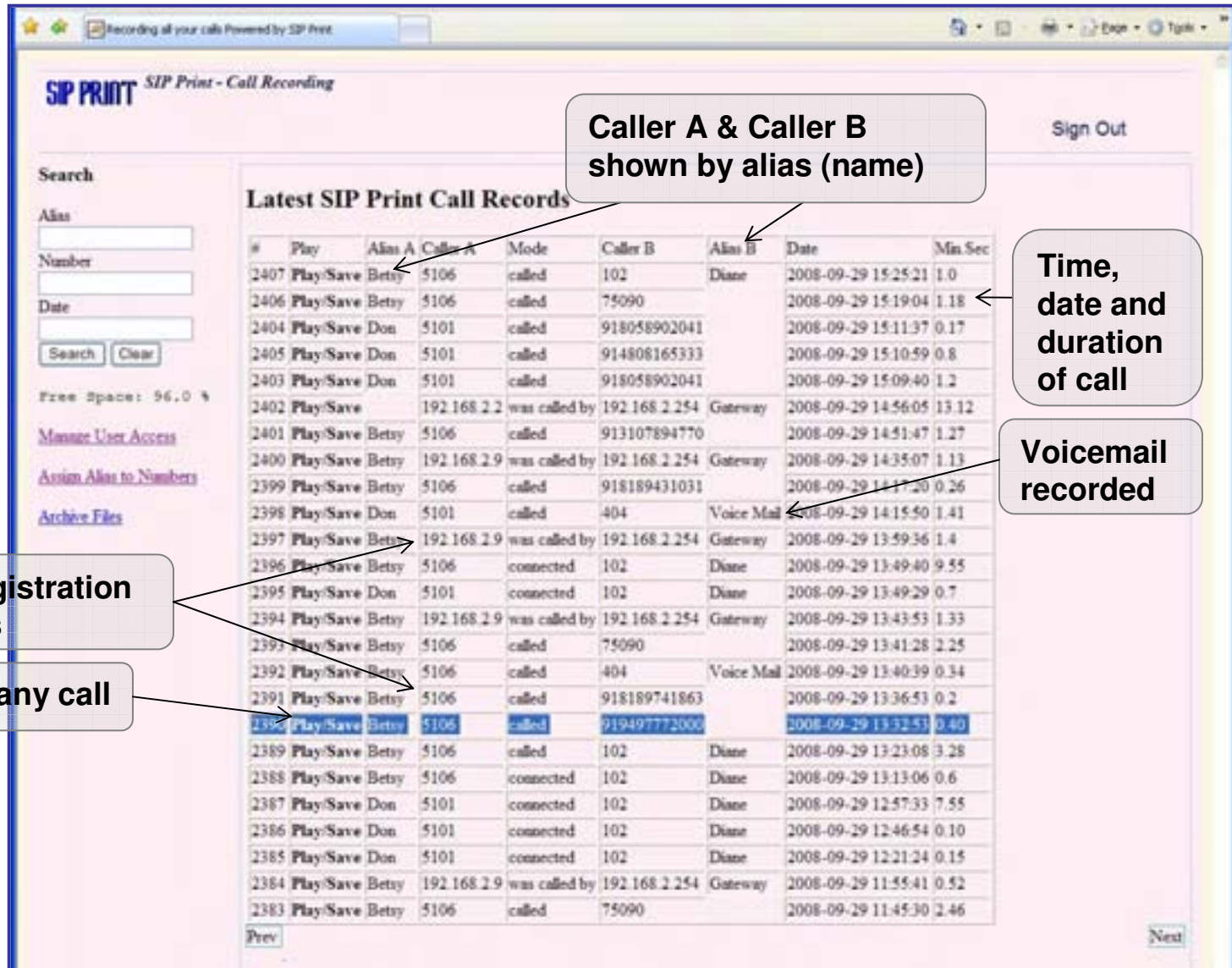
Default IP address  
for Web interface

Sign in with your  
Username & Password



# How SIP Print Works

## Call Record Screen



**Caller A & Caller B shown by alias (name)**

**Time, date and duration of call**

**Voicemail recorded**

**Caller SIP registration or IP address**

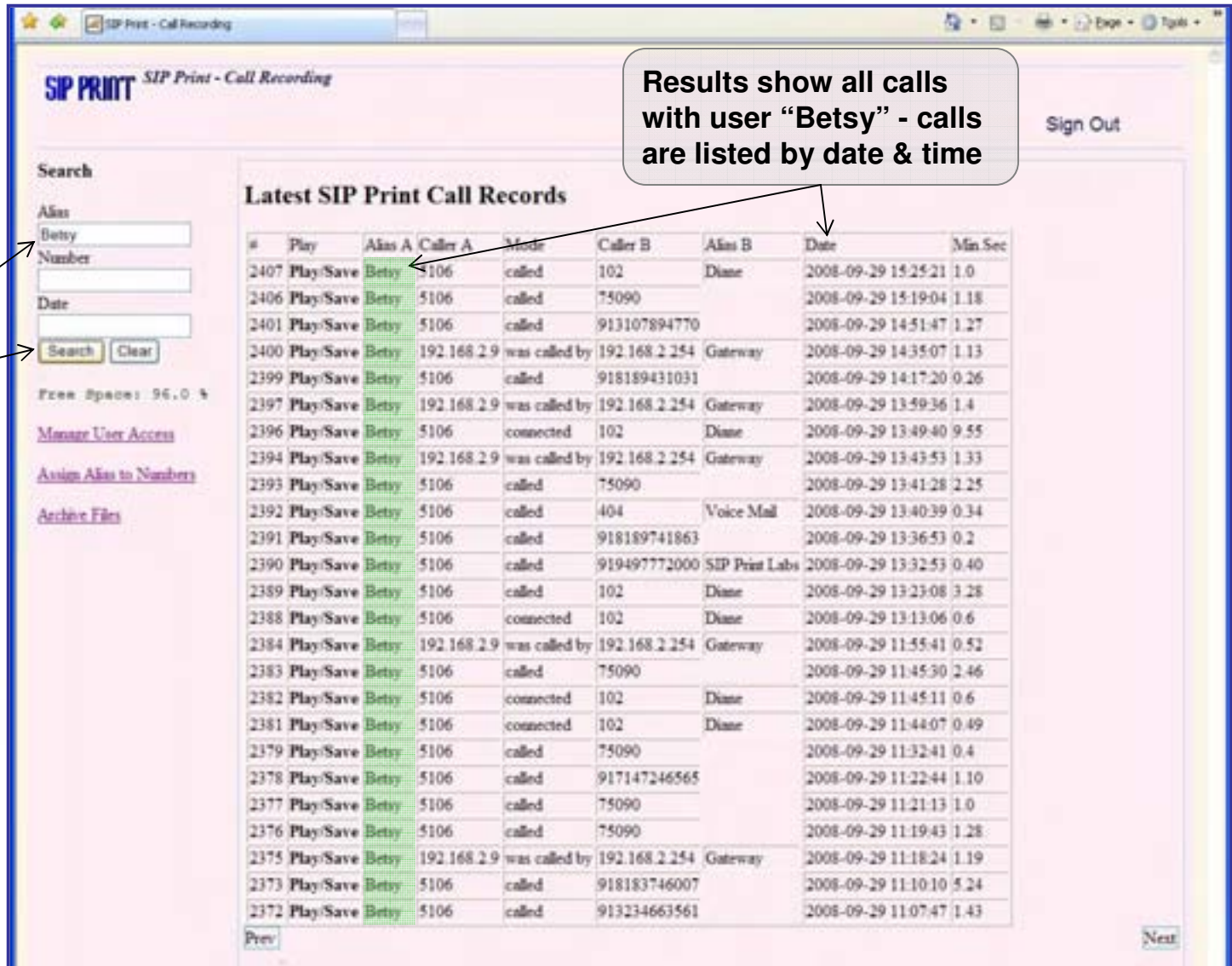
**Click to play any call**

#	Play	Alias A	Caller A	Mode	Caller B	Alias B	Date	Min Sec
2407	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 15:25:21	1.0
2406	Play/Save	Betsy	5106	called	75090		2008-09-29 15:19:04	1.18
2404	Play/Save	Don	5101	called	918058902041		2008-09-29 15:11:37	0.17
2405	Play/Save	Don	5101	called	914808165333		2008-09-29 15:10:59	0.8
2403	Play/Save	Don	5101	called	918058902041		2008-09-29 15:09:40	1.2
2402	Play/Save		192.168.2.2	was called by	192.168.2.254	Gateway	2008-09-29 14:56:05	13.12
2401	Play/Save	Betsy	5106	called	913107894770		2008-09-29 14:51:47	1.27
2400	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 14:35:07	1.13
2399	Play/Save	Betsy	5106	called	918189431031		2008-09-29 14:17:20	0.26
2398	Play/Save	Don	5101	called	404	Voice Mail	2008-09-29 14:15:50	1.41
2397	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:59:36	1.4
2396	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:49:40	9.55
2395	Play/Save	Don	5101	connected	102	Diane	2008-09-29 13:49:29	0.7
2394	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:43:53	1.33
2393	Play/Save	Betsy	5106	called	75090		2008-09-29 13:41:28	2.25
2392	Play/Save	Betsy	5106	called	404	Voice Mail	2008-09-29 13:40:39	0.34
2391	Play/Save	Betsy	5106	called	918189741863		2008-09-29 13:36:53	0.2
2390	Play/Save	Betsy	5106	called	919497772000		2008-09-29 13:32:53	0.40
2389	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 13:23:08	3.28
2388	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:13:06	0.6
2387	Play/Save	Don	5101	connected	102	Diane	2008-09-29 12:57:33	7.55
2386	Play/Save	Don	5101	connected	102	Diane	2008-09-29 12:46:54	0.10
2385	Play/Save	Don	5101	connected	102	Diane	2008-09-29 12:21:24	0.15
2384	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 11:55:41	0.52
2383	Play/Save	Betsy	5106	called	75090		2008-09-29 11:45:30	2.46

# How SIP Print Works

Search By Alias

Enter alias (name) then click "Search"



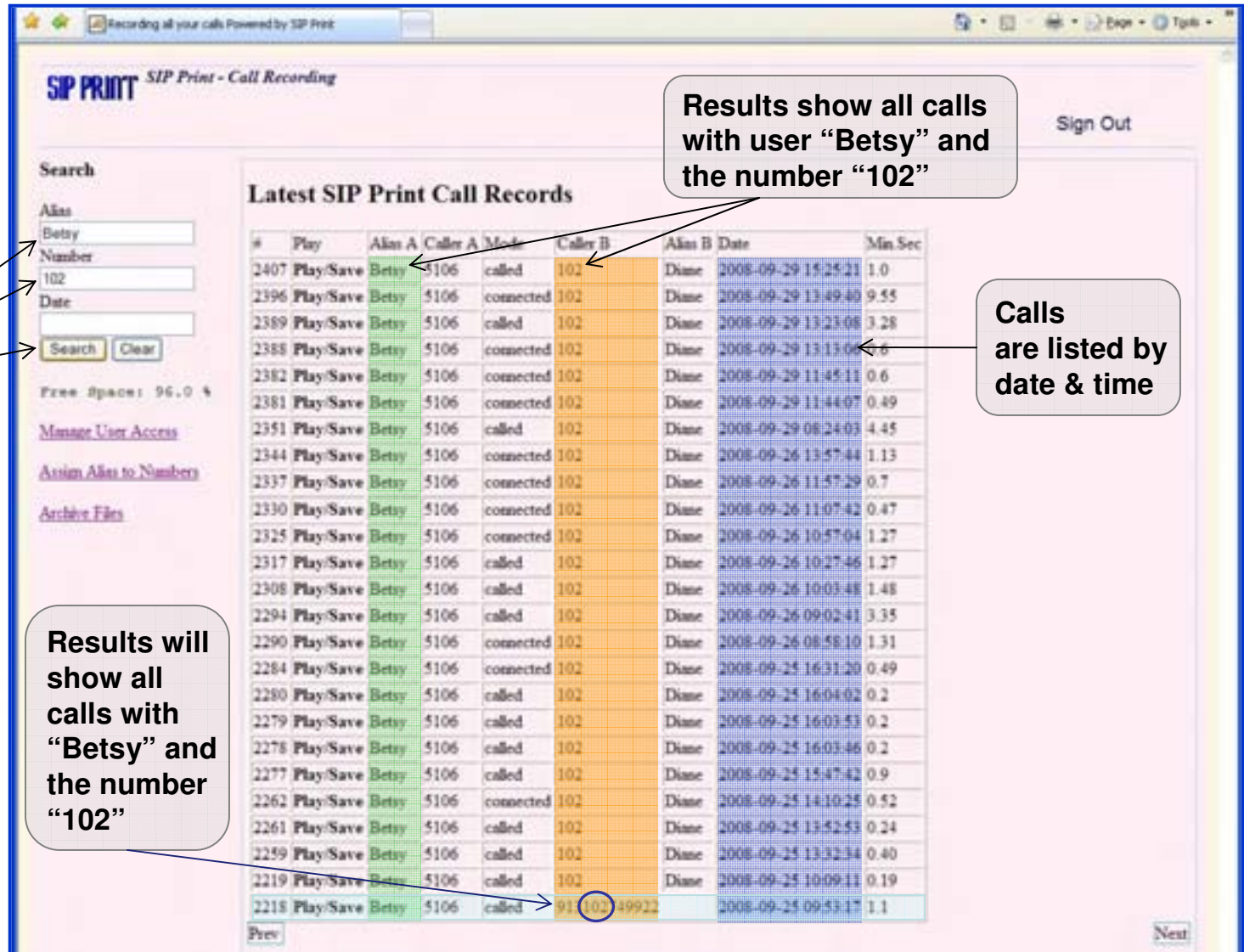
The screenshot shows the SIP PRINT web interface. On the left, there is a search form with fields for 'Alias' (containing 'Betsy'), 'Number', and 'Date'. Below the form are 'Search' and 'Clear' buttons. A callout box points to the 'Search' button with the text 'Enter alias (name) then click "Search"'. The main area displays a table titled 'Latest SIP Print Call Records'. A callout box points to the table with the text 'Results show all calls with user "Betsy" - calls are listed by date & time'. The table has columns for '#', 'Play', 'Alias A', 'Caller A', 'Mode', 'Caller B', 'Alias B', 'Date', and 'Min Sec'. The 'Alias A' column for all rows is highlighted in green and contains the name 'Betsy'. The table lists various call records with their respective dates and times, sorted from latest to oldest. At the bottom of the table are 'Prev' and 'Next' buttons.

#	Play	Alias A	Caller A	Mode	Caller B	Alias B	Date	Min Sec
2407	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 15:25:21	1.0
2406	Play/Save	Betsy	5106	called	75090		2008-09-29 15:19:04	1.18
2401	Play/Save	Betsy	5106	called	913107894770		2008-09-29 14:51:47	1.27
2400	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 14:35:07	1.13
2399	Play/Save	Betsy	5106	called	918189431031		2008-09-29 14:17:20	0.26
2397	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:59:36	1.4
2396	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:49:40	9.55
2394	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:43:53	1.33
2393	Play/Save	Betsy	5106	called	75090		2008-09-29 13:41:28	2.25
2392	Play/Save	Betsy	5106	called	404	Voice Mail	2008-09-29 13:40:39	0.34
2391	Play/Save	Betsy	5106	called	918189741863		2008-09-29 13:36:53	0.2
2390	Play/Save	Betsy	5106	called	919497772000	SIP Print Labs	2008-09-29 13:32:53	0.40
2389	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 13:23:08	3.28
2388	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:13:06	0.6
2384	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 11:55:41	0.52
2383	Play/Save	Betsy	5106	called	75090		2008-09-29 11:45:30	2.46
2382	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 11:45:11	0.6
2381	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 11:44:07	0.49
2379	Play/Save	Betsy	5106	called	75090		2008-09-29 11:32:41	0.4
2378	Play/Save	Betsy	5106	called	917147246565		2008-09-29 11:22:44	1.10
2377	Play/Save	Betsy	5106	called	75090		2008-09-29 11:21:13	1.0
2376	Play/Save	Betsy	5106	called	75090		2008-09-29 11:19:43	1.28
2375	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 11:18:24	1.19
2373	Play/Save	Betsy	5106	called	918183746007		2008-09-29 11:10:10	5.24
2372	Play/Save	Betsy	5106	called	913234663561		2008-09-29 11:07:47	1.43

# How SIP Print Works

Search by Alias and any Number

Enter alias (name) & any number then click "Search"



The screenshot shows the SIP PRINT web interface. On the left, there is a search form with fields for 'Alias' (containing 'Betsy'), 'Number' (containing '102'), and 'Date'. Below the form are 'Search' and 'Clear' buttons. The main area displays a table titled 'Latest SIP Print Call Records'. The table has columns for '#', 'Play', 'Alias A', 'Caller A', 'Mode', 'Caller B', 'Alias B', 'Date', and 'Min Sec'. The search results are filtered to show calls involving 'Betsy' and '102'. A call record at the bottom of the list is circled in blue, showing '91 102 -9922' in the 'Caller B' column. On the right side of the interface, there is a 'Sign Out' link.

#	Play	Alias A	Caller A	Mode	Caller B	Alias B	Date	Min Sec
2407	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 15:25:21	1.0
2396	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:49:40	9.55
2389	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 13:23:08	3.28
2388	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:13:06	0.6
2382	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 11:45:11	0.6
2381	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 11:44:07	0.49
2351	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 08:24:03	4.45
2344	Play/Save	Betsy	5106	connected	102	Diane	2008-09-26 13:57:44	1.13
2337	Play/Save	Betsy	5106	connected	102	Diane	2008-09-26 11:57:29	0.7
2330	Play/Save	Betsy	5106	connected	102	Diane	2008-09-26 11:07:42	0.47
2325	Play/Save	Betsy	5106	connected	102	Diane	2008-09-26 10:57:04	1.27
2317	Play/Save	Betsy	5106	called	102	Diane	2008-09-26 10:27:46	1.27
2308	Play/Save	Betsy	5106	called	102	Diane	2008-09-26 10:03:48	1.48
2294	Play/Save	Betsy	5106	called	102	Diane	2008-09-26 09:02:41	3.35
2290	Play/Save	Betsy	5106	connected	102	Diane	2008-09-26 08:58:10	1.31
2284	Play/Save	Betsy	5106	connected	102	Diane	2008-09-25 16:31:20	0.49
2280	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:04:02	0.2
2279	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:03:53	0.2
2278	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:03:46	0.2
2277	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 15:47:42	0.9
2262	Play/Save	Betsy	5106	connected	102	Diane	2008-09-25 14:10:25	0.52
2261	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 13:52:53	0.24
2259	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 13:32:34	0.40
2219	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 10:09:11	0.19
2218	Play/Save	Betsy	5106	called	91 102 -9922	Diane	2008-09-25 09:53:17	1.1

Results show all calls with user "Betsy" and the number "102"

Calls are listed by date & time

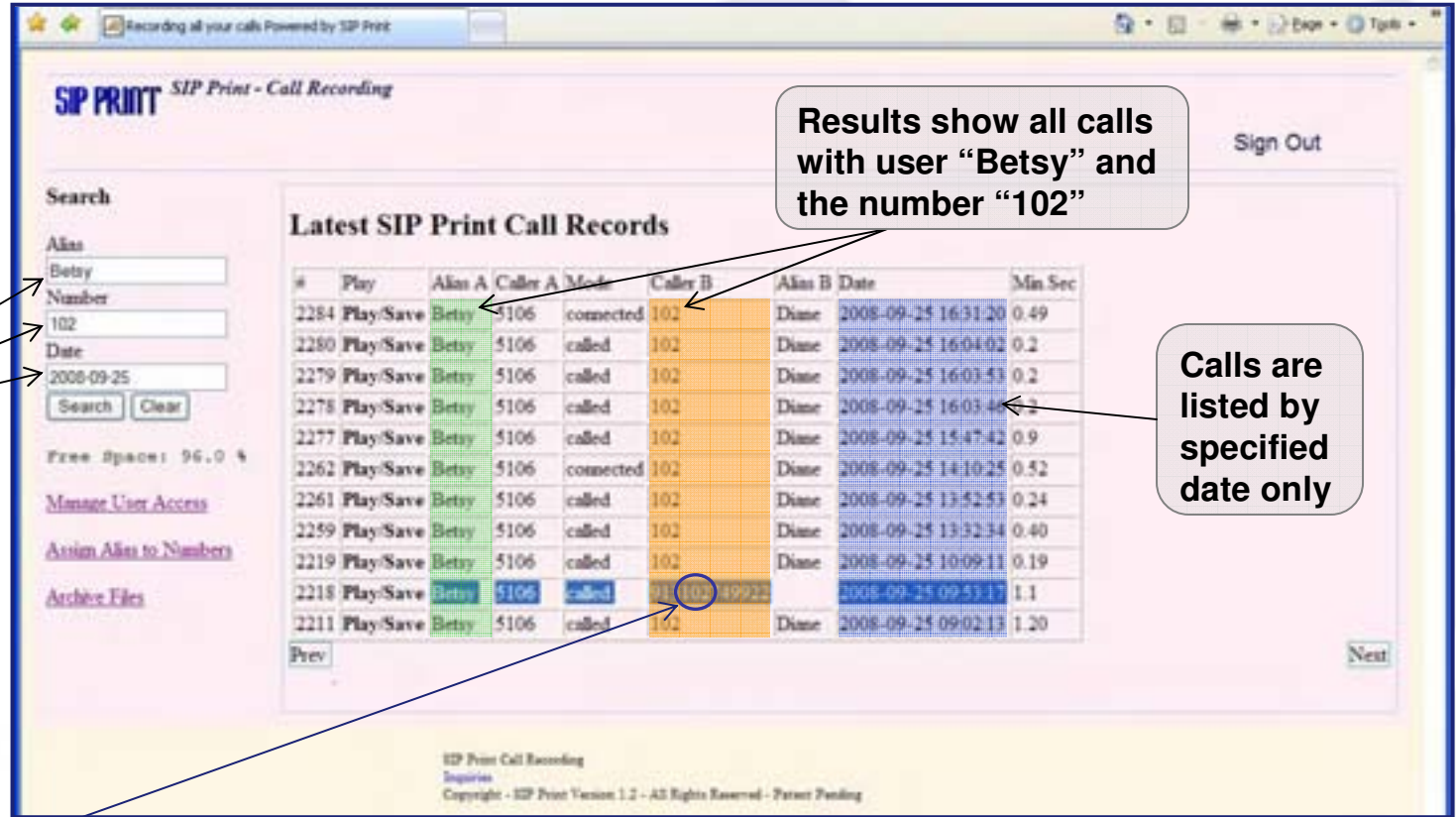
Results will show all calls with "Betsy" and the number "102"

# How SIP Print Works

**Search by  
Alias,  
any Number  
and Date**

Enter Alias (name),  
any number, the  
date and then  
click “Search”

Results will  
show all  
calls with  
“Betsy” and  
the number  
“102”



The screenshot shows the SIP PRINT web interface. On the left, there is a search form with fields for Alias (Betsy), Number (102), and Date (2008-09-25). Below the form are links for 'Manage User Access', 'Assign Alias to Numbers', and 'Archive Files'. The main area displays a table titled 'Latest SIP Print Call Records'. The table has columns for #, Play, Alias A, Caller A, Mode, Caller B, Alias B, Date, and Min Sec. The search results are filtered to show calls for user 'Betsy' and number '102' on the date 2008-09-25. A 'Sign Out' link is visible in the top right corner.

#	Play	Alias A	Caller A	Mode	Caller B	Alias B	Date	Min Sec
2284	Play/Save	Betsy	5106	connected	102	Diane	2008-09-25 16:31:20	0.49
2280	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:04:02	0.2
2279	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:03:53	0.2
2278	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 16:03:44	0.2
2277	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 15:47:42	0.9
2262	Play/Save	Betsy	5106	connected	102	Diane	2008-09-25 14:10:25	0.52
2261	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 13:52:53	0.24
2259	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 13:52:34	0.40
2219	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 10:09:11	0.19
2218	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 09:53:17	1.1
2211	Play/Save	Betsy	5106	called	102	Diane	2008-09-25 09:02:13	1.20

Results show all calls  
with user “Betsy” and  
the number “102”

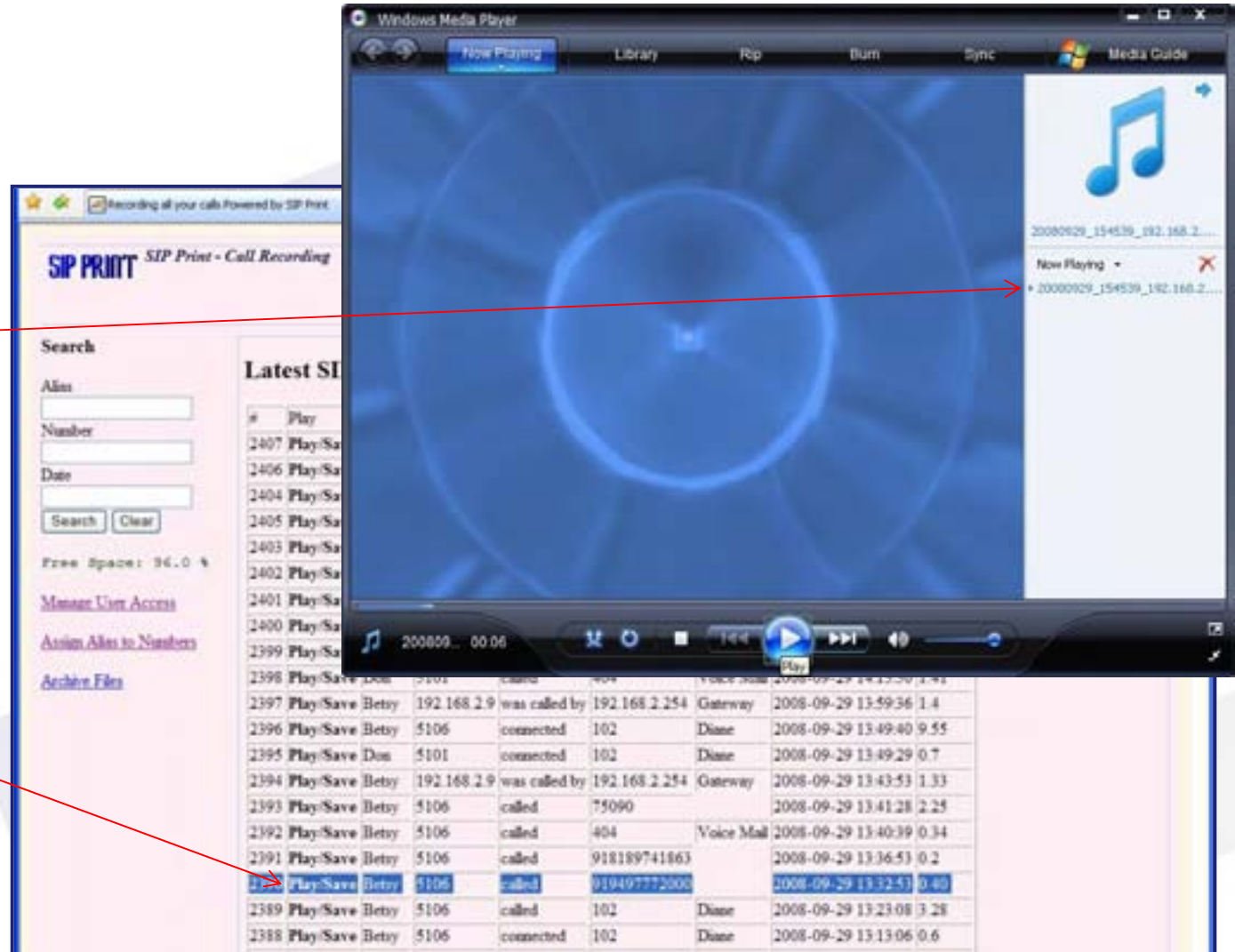
Calls are  
listed by  
specified  
date only

# How SIP Print Works

## Playback of Recorded Calls

Your default media player will start playing the selected recorded call

Click on selected call to playback



The screenshot shows the SIP Print web interface with a call log table and a Windows Media Player window. A red arrow points from the 'Play' button in the table to the media player, and another red arrow points from the 'Play' button in the table to the call log table.

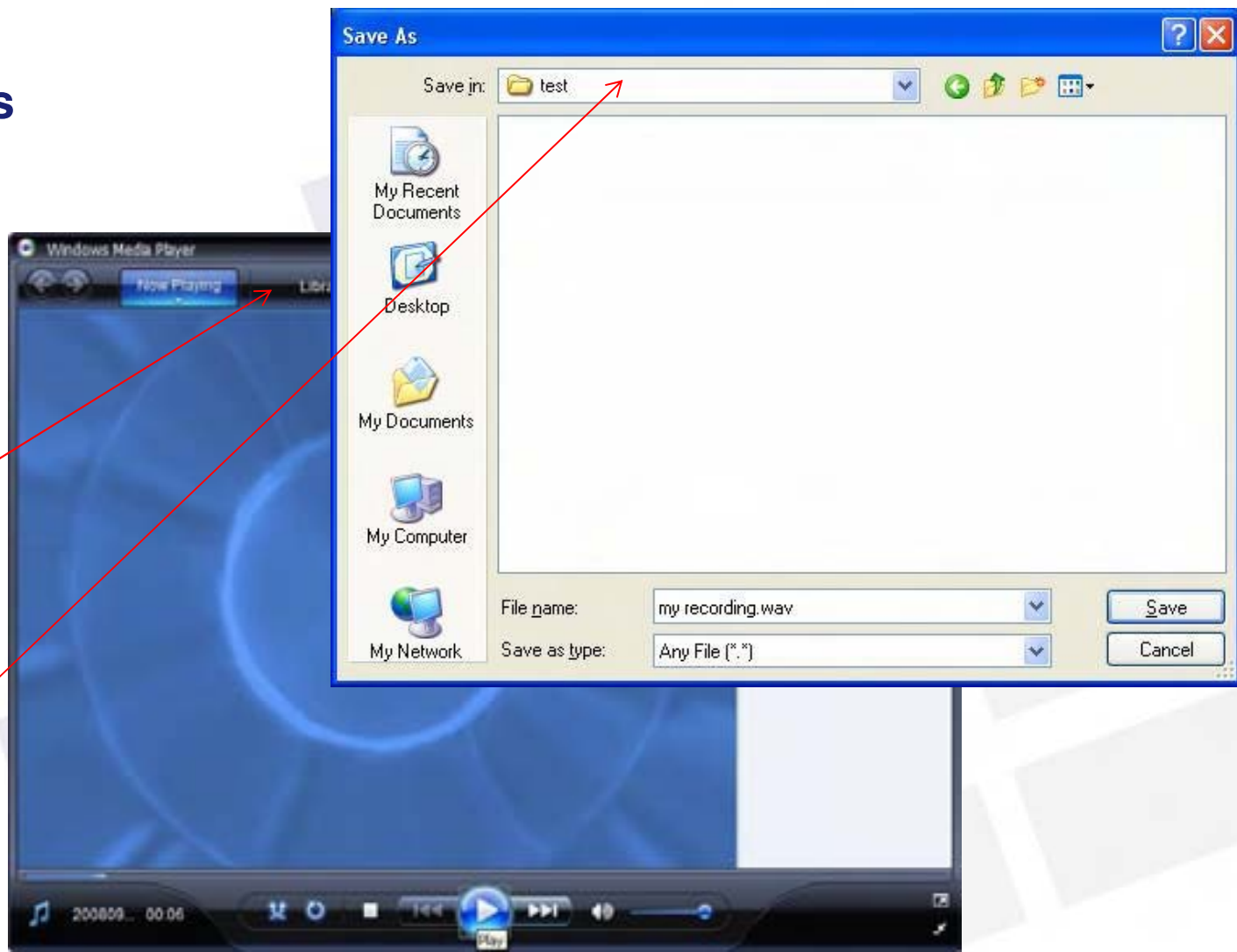
#	Play	Alias	Number	Date	Search	Clear	
2407	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:59:36 1.4
2406	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:49:40 9.55
2404	Play/Save	Don	5101	connected	102	Diane	2008-09-29 13:49:29 0.7
2405	Play/Save	Betsy	192.168.2.9	was called by	192.168.2.254	Gateway	2008-09-29 13:43:53 1.33
2403	Play/Save	Betsy	5106	called	75090		2008-09-29 13:41:28 2.25
2402	Play/Save	Betsy	5106	called	404	Voice Mail	2008-09-29 13:40:39 0.34
2401	Play/Save	Betsy	5106	called	918189741863		2008-09-29 13:36:53 0.2
2400	Play/Save	Betsy	5106	called	919497772000		2008-09-29 13:32:53 0.40
2399	Play/Save	Betsy	5106	called	102	Diane	2008-09-29 13:23:08 3.28
2398	Play/Save	Betsy	5106	connected	102	Diane	2008-09-29 13:13:06 0.6

# How SIP Print Works

## Playback of Recorded Calls

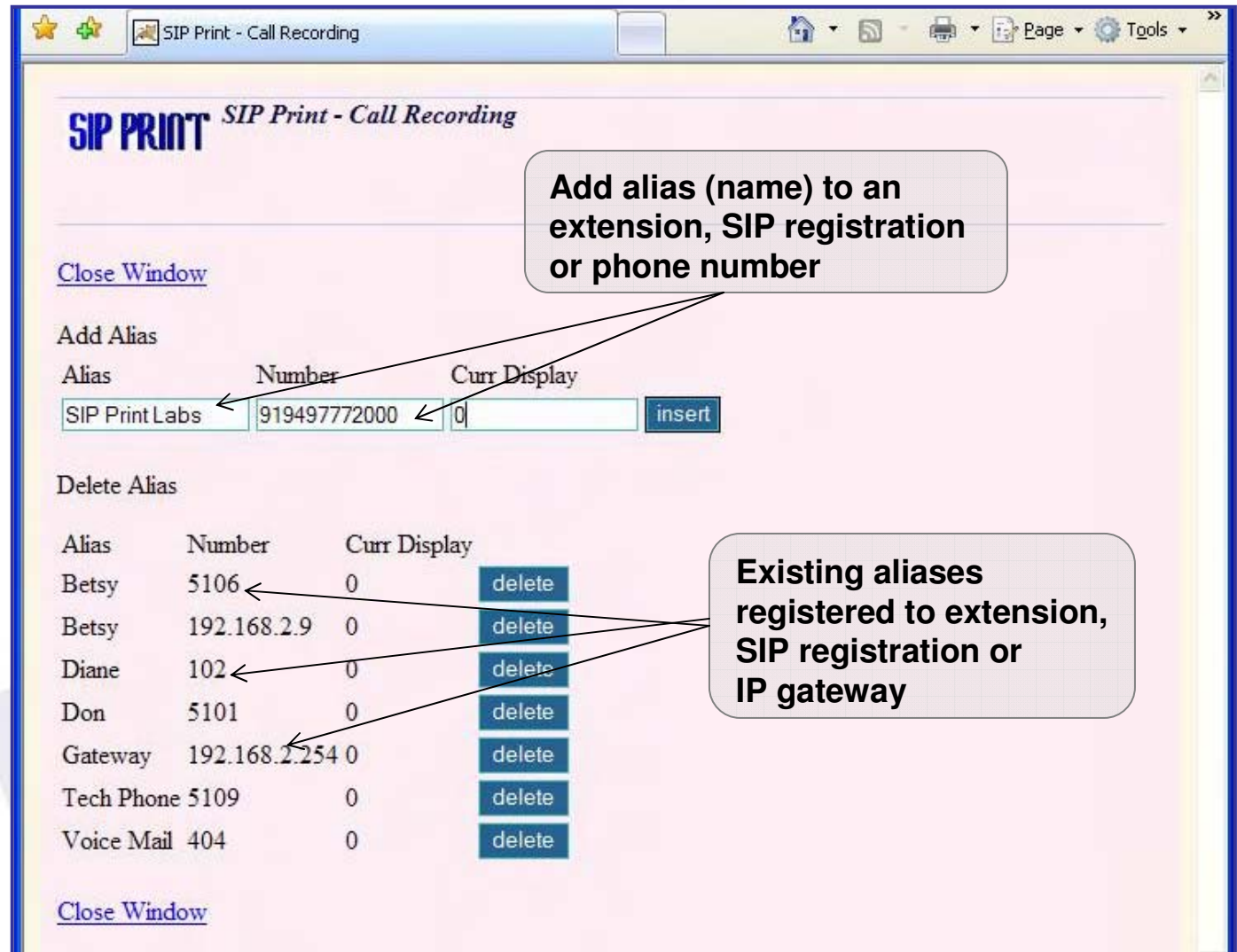
Right click on menu bar of media player to “Save As” recorded call file

Select folder and drive to “Save” recorded call file



# How SIP Print Works

## Link Alias to Extension, SIP Registration or Phone Number



**SIP PRINT** *SIP Print - Call Recording*

[Close Window](#)

**Add Alias**

Alias	Number	Curr Display	
SIP Print Labs	919497772000	0	<input type="button" value="insert"/>

**Delete Alias**

Alias	Number	Curr Display	
Betsy	5106	0	<input type="button" value="delete"/>
Betsy	192.168.2.9	0	<input type="button" value="delete"/>
Diane	102	0	<input type="button" value="delete"/>
Don	5101	0	<input type="button" value="delete"/>
Gateway	192.168.2.254	0	<input type="button" value="delete"/>
Tech Phone	5109	0	<input type="button" value="delete"/>
Voice Mail	404	0	<input type="button" value="delete"/>

[Close Window](#)

**Add alias (name) to an extension, SIP registration or phone number**

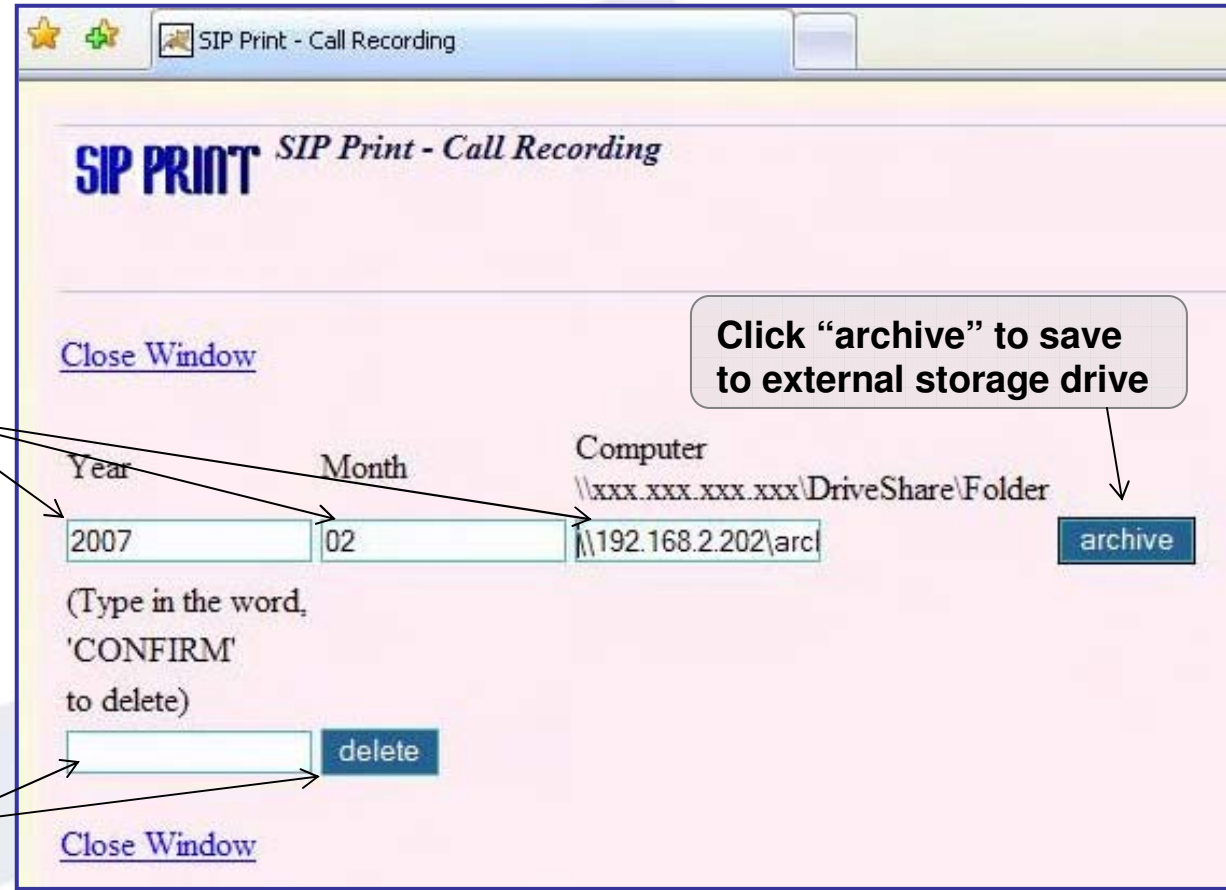
**Existing aliases registered to extension, SIP registration or IP gateway**

# How SIP Print Works

## Archiving Call Records

Add month and year to be archived and point to external storage drive

Type "CONFIRM" and click to delete selected call records



The screenshot shows the SIP Print - Call Recording web interface. At the top, there is a header with the SIP PRINT logo and the text "SIP Print - Call Recording". Below the header, there is a "Close Window" link. The main content area contains a table with columns for "Year", "Month", and "Computer". The "Year" column has a text input field containing "2007". The "Month" column has a text input field containing "02". The "Computer" column has a text input field containing "192.168.2.202\arc". To the right of the table is a blue "archive" button. Below the table, there is a text input field containing "CONFIRM" and a blue "delete" button. At the bottom, there is another "Close Window" link. Three callout boxes with arrows point to the "Year" and "Month" input fields, the "archive" button, and the "CONFIRM" input field and "delete" button.

Year	Month	Computer
<input type="text" value="2007"/>	<input type="text" value="02"/>	<input type="text" value="192.168.2.202\arc"/>

(Type in the word, 'CONFIRM' to delete)

# Partnering with SIP Print



## Partner Program

Do you want to resell SIP Print? Great!

We're looking for qualified VoIP resellers to add to our partnership program. SIP Print does not sell directly to end users, but through authorized business partners (resellers). So our success depends on your success. As an Authorized SIP Print reseller you get the tools, information and support from SIP Print to make you successful with SIP Print - everything from sales training, marketing materials & programs, technical support to lead referrals.

To become a SIP Print Partner go to:  
<http://www.sipprint.com/partners-become.php>

## End-User Pre- and Post-Sales Support

Need some help with your call recording application?

Our engineering and sales staff will be pleased to work with you and your team to design and configure the right application for your specific needs. SIP Print will then refer you to one of our qualified resellers to install, train and support your application.



## SIP Print LLC

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Support: [support@sipprint.com](mailto:support@sipprint.com)



Contact SIP Print Today



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Pure SIP Recording™