



When purchasing a call recordings system it is important to understand the recording options in order to make the best decision for your telephone network. When recording Avaya VoIP / TDM systems, the AudioCodes SmartTAP solution offers two tapping methods; PASSIVE (VoIP port mirroring or TDM using SmartWORKS tapping blade) to acquire information or an ACTIVE solution using Avaya programming interfaces.

SmartTAP utilizes the Avaya Multiple Device registration method to record IP (H.323) and TDM (DCP) phones. SmartTAP connects to the Avaya AES server and registers all extensions required to be recorded using the DMCC API. From that moment, the AES server sends device and call control events (using DMCC and TSAPI API) for all monitored extensions. When the call on the monitored extension is established the CM will forward media over RTP to SmartTAP.

The connection to the AES requires a single DMCC and TSAPI licenses per phone. All voice is transmitted as a single summed stream into the call recorder and can be configured for encryption. Additional station licenses are not required. Plus, this method of recording does not consume conference resources per each call – thus the customer can rely on full conference bridge resources even when the SmartTAP active call recording solution is deployed.

SmartTAP is a Call Recording platform affordably priced for the small to midsize enterprise, but can scale to 1000s of channels. With over 17 years of call recording expertise, SmartTAP offers customers a high-quality, reliable, and cost-effective solution. Its ease of use and deployment make SmartTAP an ideal solution for SMB and small scale recording requirements.

**Features:**

- AES 4.2 and CM 5.0 and higher
- Seamless integration with no need for passive tap
- Requires one DMCC & one TSAPI license per Target phone
- All Aura AES/DMCC Phones supported
- SIP phones not supported by Avaya Multiple Device Registration method
- Encrypted connection to AES “optional”
- Remote Branch survivability

**SmartTAP Additional Features**

- Scalable from 8 to N concurrent sessions
- Secure Browser Based Access
- Multiple Classes of Service (COS)
- Audit Trail of user actions
- Encryption
- Compression
- Live Monitoring
- LDAP Integration
- Multiple telephony integrations including Microsoft LYNC

