HANSEN
CALL RECORDING

Hardware Requirements for Single Site Call Recording

CASH+ Hansen Call Recording runs as a service which allows the host computer to be logged off

CALL RECORDING DOES REQUIRE A DEDICATED COMPUTER

- Compatible with 32 bit or 64 bit Windows operating systems:
  Windows 8, 8.1, 10 or 11, Serv 2012, Serv 2012 R2, Serv 2016, Serv 2019
- Telephone System must be capable of providing SMDR/CDR (Serial*, IP, API etc..)
- Intel Core i5 Processor or better
- Minimum of 8 GB RAM
- 1 NIC card required for remote assistance and client/server functionality
- 2 TB of Hard Disc Space **
- Must be installed with full "Administrator" rights
- Cash+ Web may require port forwarding and/or a port opened on the firewall

Virtual Environments (Please call HSC if you have any questions or concerns):
- Buffered Call Recording devices are compatible in Virtual Environments
- PCIe Call Recording cards are **not** compatible in Virtual Environments
- USB Call Recording devices are compatible in Virtual Environments

Analog Call Recording requires:
- Active Caller ID service on the lines
- Line Voltages: On Hook 48v, Off Hook 12v

SIP Trunk Call Recording requires
- 2 NIC cards are required for SIP installations
- Only compatible with G.711, G.722 and G.729 Codec
- Must be SIP Trunks. Not compatible with SIP Extensions.

All cabling & wiring for PRI and Analog line taps must not exceed 8m (25 feet)

* Serial Port required to collect SMDR/CDR data via RS232 connection; not required if via TCP/IP.

** Requirements may vary depending on call volume (1 TB will hold on average 4 years of calls on 1 PRI)

**Our PCIe cards have a height of 4.2 inches and length of 7.5 inches. They fit in slots up to 16X.
Please ensure your computer has sufficient room for the card to fit when installed.**

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