



# Unity Smart Recording

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## Call recording application

Offer a call recording solution for your organization.

## Hardware Requirements

USR Version: V.3.2

Reference No.: HW-V.32-202302

# 1 INTRODUCTION

Unity Smart Recording (USR) is a call recording solution for call centers, operator and service center, customer care... in a centralized or distributed for multi-sites model. It combines communication features of the IP/Hybrid PBX system that can interface with:

- Unify Pabx.
- Alcatel-Lucent Pabx.
- NEC Pabx.
- Grandstream Pabx.
- etc.

Unity Smart Recording V3. offers various enterprise features:

- Record the call.
- Screen pop up.
- Search and listen.
- Report...

The range of functions can be adapted to customer requirements and conditions of use by acquiring different licenses.

This manual contains help and provides information concerning the installation.

## 2. SERVER & CLIENT REQUIREMENT

### 2.1 Server hardware

Minimum hardware requirements:

- 64bit architecture
- Dual-core processor with 3.3 GHz per core recommended
- RAM min. 8GB
- HDD min. 200GB, RAID 1 or RAID 5 recommended (6Mb for 01 hour recording)
- Network Interface 2 x Network Card
- Operating time 24 hours a day

OS and software requirements:

- Windows 7, Windows 8, Windows 10 or 2012 Server or newer (server platform recommend-ed)
- Microsoft SQL Server Standard/Enterprise/ Express
- Virus scanners (recommend)

### 2.2 Server virtual enviroment

Guest Operating System	Windows 7, Windows 8, Windows 10 or Server 2012 or newer (server platform recommend-ed)
VM HD Capacity	200 GB or more
Virtual Disk Mode	Default
Virtual Disk Format Type	Thin Provisioning (dynamic HD Capacity) or Thick Provisioning (fixed HD Capacity)
vCPUs	2
vCPUs Shares (High/Normal)	High
vCPU Reservation	2 GHz

vCPU Limit	Unlimited
VM Memory	8GB
VM Memory Shares (High/Normal)	Normal
VM Memory Limit	Unlimited
Number of vNICs	2
VMware Manual MAC Used	NO
Virtual Network Adapter Support	YES, E1000 driver
VMware Tools Installation	YES

## **2.2 PC client**

Minimum hardware requirements:

- Processor (64 bit) min. 2,8 GHz
- RAM min. 8GB
- HDD min. 100GB

OS and software requirements:

- 64bit operating System Windows 7, Windows 8, Windows 10, Linux, Server
- Virus scanners (recommend)

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