Hardware Requirements

1. Switch must be a managed switch
2. Switch must support VLAN
3. A Segmented VLAN should be used for all VoIP Traffic
4. Only Port mirror or span the Phone ports on the switch to the Revcord recorder.
5. Do not mirror the port that is attached to the PBX
6. Auto-QoS is only for Phone traffic to and from the phone it will not help the VoIP recording quality.
7. You must use Policy Based Mirroring/Spanning (Please see Excerpt Below)

Policy Based Mirroring is required

A mirroring policy sends a copy of ingress, egress, or both ingress and egress packets that match the policy condition to a specific port. This type of policy may use any condition; the mirror policy action determines the type of traffic to mirror and the port on which the mirrored traffic is received. The policy action mirror command is used to configure mirror-to-port (MTP) action for the policy. For example, the following policy mirrors ingress packets to port 1/10:

-> policy condition c1 source ip
-> policy action a1 mirror ingress 1/10
-> policy rule r1 condition c1 action a1
-> qos apply

When the above rule is activated, any flows coming into the switch from source IP address 192.168.20.1
are mirrored to port 1/10. It is also possible to combine the MTP action with other actions.
For example:

-> policy condition c1 source ip
-> policy action a1 mirror ingress 1/10 disposition drop
-> policy rule r1 condition c1 action a1
-> qos apply

This policy rule example combines the MTP action with the drop action. As a result, this rule drops ingress traffic with a source IP, but the mirrored traffic from this source is not dropped and is forwarded to port 1/10.