Algo Call Recording Solutions

Algo call recording solutions offer plug and play, scalable, and cross-platform compatible products for Nortel™ telephone systems including: M7000, T7000, M2000, M3900, M5000 and M6000 series terminals. Analog telephones are also supported.

Call recording is an effective means to address a variety of needs including: regulatory compliance, security, analyzing sales initiatives, or managing liability. Algo call recording solutions provide the performance and reliability necessary for safeguarding information. The ease-of-use features make it simple to playback, archive, or share and access information via email or LAN/WAN.

Utilizing USB connectivity to a PC, the Algo **AuxBox** hardware interface provides quality digital call recording automatically or on demand in a Windows Media® Application (WMA) file format.

To accommodate growing and changing needs, the **AuxBox** offers two interchangeable software options including the **Client Call Recorder (CCR)**

for *single-user* call recording, and the **Enterprise Call Recorder (ECR)** for *multi-user* applications up to 32 stations on a single PC.

Where audible or visual event notification is required, the **AuxBox** provides convenient outputs for attaching accessories including: **Duet Plus®** warble tone loud ringer and paging amplifier, **Talking Duet Plus®** programmable ringer for playback of recorded announcements or sound effects, **Visual Alerter** for desktop message waiting, ringing, telephone in-use or ACD applications, and **Strobe Light** for wide area visual indication.

Algo, a Nortel™ Developer Partner, offers a suite of value added solutions which extend the capabilities of Nortel™ telephone systems.

Hardware Interfaces

4102 Digital AuxBox

The **Digital AuxBox** connects to any Nortel™ M7000, T7000, M2000, or M3900 series digital terminal, and provides desktop call recording to a PC via a USB port. Two outputs provide a dry contact interface for Algo visual or audible alerting accessories. Includes **Client Call Recorder (CCR)** single-user software, power supply, USB cable, and line cord.

4102R Digital AuxCard

As an option to the 4102 Digital AuxBox, the **4102R Digital AuxCard** is designed for equipment or server room installations of the **Enterprise Call Recorder (ECR)** multi-user software. Each line card permits calls to be recorded from a single station of any Nortel™ M7000, T7000, M2000, or M3900 series digital terminal. Up to 16 Digital AuxCards can be rack mounted utilizing the **4210 Shelf**.

4210 Shelf

The **4210 Shelf** permits rack mounting of up to 16 **4102R Digital AuxCards** in an equipment or server room for multi-user call recording using the **Enterprise Call Recorder (ECR)** software. The 19″ 3U self unit includes a 16 port **4211 USB Hub Card**, power supply, and **4102RB Shelf Card Location Blanks** for any empty slots.

4105 Analog AuxBox

The **Analog AuxBox** is ideal for home offices and small businesses requiring desktop call recording on an analog telephone. The 4105 utilizes the USB port of a PC to save call records, and offers one output to provide an interface for Algo visual or audible alerting accessories. Includes the **Client Call Recorder (CCR)** single-user software, USB cable, and line cord (no power supply required).

5006 Centrex AuxBox

The **Centrex AuxBox** connects to a Nortel™ M5000 and M6000 series terminal, and provides desktop call recording to a PC via a USB port. Two outputs provide an interface for Algo visual or audible alerting accessories. Includes the **Client Call Recorder (CCR)** single-user software, power supply, USB cable, and line cord. *Available May 2005*

Visual & Audible Alerting Accessories

1126 Strobe Light & 1127 Visual Alerter

1825 Duet Plus®; 1826 Talking Duet Plus®; 1185 Horn Speaker

Software Applications

SW6002 Client Call Recorder (single-user)

The **Client Call Recorder (CCR)** software works with the Digital, Analog, and Centrex **AuxBox** hardware to provide *single-user* manual or automatic recording of calls. Call records can be saved for playback, archiving, or sharing and accessing information via email or LAN/WAN in a WMA file format. The file size of saved calls is approximately 3MB per hour of recorded conversation. Additional features include capture of call display information, and a comment field for real-time addition of notes for each recorded call. *All AuxBox hardware is supplied with the CCR software.*

SW6050 2050 Client Call Recorder (single-user)

With the same features as the Client Call Recorder (CCR) software, the **2050 Client Call Recorder** is designed for use with the Nortel™ 2050 soft phone. The software provides single-user call recording capability on any PC or laptop operating an 2050 soft phone. No AuxBox hardware is required to use the 2050 CCR software. *Available June 2005*

SW6101/SW6104 One/Four Station Enterprise Call Recorder License (multi-user)

The **Enterprise Call Recorder (ECR)** software provides *multi-user* call recording capability utilizing the Digital, Analog, and Centrex **AuxBox** hardware. Supervisory features include centralized storage of call records for playback, search or emailing purposes, live call monitoring, and password protection. One AuxBox is required per station. Up to 32 stations can be supported on a single PC. Licenses can be purchased in multiple quantities to meet specific user requirements.

Call Recording Configurations

	Single-User Desktop	Multi-User Desktop	Multi-User Rack Mount
Hardware	4102, 4105, 5006 AuxBox	4102, 4105, 5006 AuxBox	4102R AuxCard & 4210 Shelf
Software	Client Call Recorder (CCR); supplied with AuxBox	Enterprise Call Recorder (ECR); one and four station license options	Enterprise Call Recorder (ECR); one and four station license options
Terminal	Nortel™ M7000, T7000, M2000, M3900, M5000, or M6000 series terminals, in addition to any analog terminal	Nortel™ M7000, T7000, M2000, M3900, M5000, or M6000 series terminals, in addition to any analog terminal	Nortel™ M7000, T7000, M2000, or M3900 series digital terminals

"We have had the Algo AuxBox system for a couple of years now and find it compliments our Log Control System. The recordings are a check on instructions given by a registrar and repeated by employees in the field. The instructions could potentially cause harm if not followed, or repeated correctly. This system simplifies the process when errors occur - it's black and white, there are no grey areas."
- Wendy Kemper, Market Development Officer
Alberta RailNet Inc.

Software Features

Software Features	Client Call Recorder (CCR) *single-user*	Enterprise Call Recorder (ECR) *multi-user*
Easy capture of call data and voice over USB from AuxBox to PC	Yes	Yes
Optional manual or automatic recording modes	Yes	Yes
Convenient manual save option for unrecorded last call	Yes	Yes
Telephone or keyboard hot-key to start manual recording anytime during call	Yes	Yes
Quality audio recording; 3MB per hour of conversation	WMA	WMA
Recording indication in taskbar with optional hide feature	Yes	Yes
Playback call records or email files with inserted call display information	Yes	Yes
Protect flag to prevent call records from deletion	Yes	Yes
Add important notes/comments during call	Yes	Yes
Playback timer display for recorded calls	Yes	Yes
Telephone status display; eg. in-use, disconnect, message waiting	Yes	Yes
Capture missed call information	Yes	Yes
Call duration timer	Yes	Yes
Sort by outgoing, incoming, missed or imported call type	Yes	Yes
Call record search by date, call duration, comment field or call type	Yes	Yes
Call record files stored in monthly folders	Yes	Yes
Auto-detection of AuxBox recording hardware	Yes	Yes
Statistics eg. average call duration, average calls per hour	Yes	Yes
Call log file with export option for report generation	Yes	Yes
Lock flag to password protect selected call records	No	Yes
Username and password login	No	Yes
Live call monitoring by supervisor(s)	No	Yes
Multiple user accounts per station	No	Yes
Support multiple AuxBoxes or AuxCards on a single PC	No	up to 32

Specifications	ECR Server PC	ECR Client PC	CCR Client PC
Operating System	Windows XP Pro or Server 2003 (dedicated to ECR application)	Windows 2000 or XP Pro	Windows 98SE / 2000 /XP Pro
CPU & RAM for up to 16 stations	3.0GHz P4 with HyperThreading & 512MB RAM	450Mhz Pentium III & 256MB RAM	450Mhz Pentium III & 128MB RAM
CPU & RAM for up to 32 stations	3.2 GHz Dual Xeon & 1GB RAM	450MHz Pentium III & 256MB RAM	N/A
System Accessories	USB Port & Sound Card	USB Port & Sound Card	USB Port & Sound Card

Market Opportunities & Product Applications

Small Offices, Home Offices (SOHO)

Small offices and home offices of individuals who telecommute, take work home, or run a home-based business, seek cost effective call recording solutions without having to make large hardware investments. It is important to have reliable and simple solutions with the convenient access of a PC for sharing or retrieving information such as minutes for meetings, purchase orders, or other types of business transactions.

Call centers, customer service departments and dispatch centers

Supervisory personnel require tools for managing and training employees to ensure quality customer service. Features that provide the ability to monitor calls in real-time, quickly search archived information, and analyze call statistics such as missed calls or call duration, are necessary for verifying and tracking sales.

Financial trading, banking and insurance offices

Regulatory compliance is a requirement in segments of the financial and insurance industries. Call recording solutions are required to handle high call volumes, as well as reliably archive records of business transactions and information exchanged on a day-to-day basis relating to contracts or negotiations. Flexibility of LAN/WAN access to call data within a branch network is also important.

"I would like to say that the Algo Enterprise Call Recorder has made it extremely easy to administer from a network standpoint. The fact that we don't utilize exterior devices with the phones any longer, allows it to be much more consistent and reliable. The central location for the phone server also provides easier access to retrieve recordings. These recordings are required as part of our regulatory compliance under the National Association of Security Dealers on our Member Services/Trading Desk."

- Mona Arthur, Director of IT
CUSO Financial Services, L.P.

Legal, medical and accounting professionals

Key information relating to directions, advice, or instructions is frequently exchanged over the telephone in the medical, legal, and accounting professions. Such information can be critical with a high risk potential for misinterpretation, making call recording a necessity for verification and archive.

Emergency response facilities, security stations and law enforcement

911 dispatch, security, and law enforcement personnel rely heavily on call-recorded information for legal, emergency, or threat assessment. Call records help create an important evidence trail for investigative purposes. Email and LAN/WAN access to call records permits easy and efficient dissemination of information.

Schools, institutions and public places

Some organizations unfortunately present a greater target for telephone threats. Call recording allows staff to quickly notify employees, students, or the public to ensure their safety. Such recorded information can assist law enforcement.

Summary Specifications

4102 Digital AuxBox

- Dimensions (w x d x h) 5 3/4″ x 6 3/4″ x 1 1/2″
  14.5cm x 17.5cm x 4.25cm
- LED indication for power, USB, ring, message waiting,
  in-use, page, and relay status
- Two 2.5mm outputs provide dry contact interface to Algo
  visual or audible alerting accessories
- Compatibility with M1/CS1000: M2000 & M3900;
  Norstar/BCM: M7000 & T7000 series terminals

4102R Digital AuxCard

- Single port recording configuration
- Hot-swapable for easy expansion and card exchange
- Operates with **4210 Shelf**
- Compatibility with M1/CS1000: M2000 & M3900;
  Norstar/BCM: M7000 & T7000 series terminals

4210 Shelf

- Standard 19″ 3U rack mount shelf unit for **4102R Digital AuxCard**
- Supports up to 16 Digital AuxCards and one 16 port
  USB Hub Card
- Built-in universal power supply (120V 60Hz or 230V
  50Hz); 5V DC 3A input
- Amphenol T/R, relay and auxiliary connectors
- Includes **4102RB Shelf Card Location Blank** for empty
  lots and **4211 USB Hub Card**

4105 Analog AuxBox

- LED indication for power, USB, ring, in-use and
  message waiting
- USB powered
- One 2.5mm output provides an interface to Algo visual
  or audible alerting accessories
- Compatible with analog telephones

5006 Centrex AuxBox

- LED indication for power, USB, ring, message waiting,
  in-use, page, and relay status
- Two 2.5mm outputs provide interface to Algo visual or
  audible alerting accessories
- Compatible with M5000 and M6000 series terminals

1825 Duet Plus®

- Low frequency non-irritating adjustable warble tone
- 93dBa at 3.3 feet (1m) using internal speaker; optional
  1185 Horn Speaker
- Activated by dry contact, 90 Volt ring, low voltage, or
  headset
- Built-in power amplifier for paging
- Compatible with M2000, M3900, M7000, and T7000
  series terminals

1826 Talking Duet Plus®

- Programmable for up to 16 seconds of user-recorded
  sound effect, music, or announcement
- Similar features as the **1825 Duet Plus®**
- Ideal for delayed paging, alarm reporting, ACD event
  notification, doorphone alerting, and customer
  assistance

1185 Horn Speaker

- 8 Ohm, 20 Watt rated
- 8″ x 5″ (20.3 x 12.7 cm) rectangular white plastic,
  weatherproof
- Produces 112 dBa at 3.3 feet (1m) using **1825 Duet
  Plus®** loud ringer

1126 Strobe Light

- 4″ diameter
- Single 2.5mm dry contact input or audio detect
  activation using **1825 Duet Plus®** or **AuxBox**
- Available in amber, clear, red, and blue
- Activated for ringing, telephone in-use, message
  waiting, or ACD applications

1127 Visual Alerter

- 18 high intensity LEDs provide long life and high
  visibility operation
- Single 2.5mm dry contact input or audio detect
  activation using **1825 Duet Plus®** or **AuxBox**
- Available in red, green, or blue
- Activated for ringing, telephone in-use, message
  waiting, or ACD applications
- Four selectable flash patterns

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