



Algo's USB AuxBox Provides Flexible Voice Recording for Norstar, BCM, & Meridian 1

The 4102 USB AuxBox is a digital desktop voice recorder that provides Nortel Networks customers with a flexible tool to manage their individual voice recording needs.

High quality digital voice recordings can be stored, replayed, and emailed easily. Additional features include relay outputs for ring, message waiting, in-use indication and more.



The 4102 USB AuxBox is a cost-effective, easy to use, digital voice recording solution for the Norstar, Business Communications Manager (BCM), and Meridian 1 PBX. Plug and play installation eliminates the need for specially trained technicians, saving both time and money. The ability to record and email conversations can be a powerful business tool for training, quality monitoring, and ensuring accuracy when relaying information from telephone conversations.

The 4102 USB AuxBox has many practical business applications:

- Small call centers and customer service
- Financial trading, banking, and accounting
- Emergency services
- Legal and medical offices
- Contract negotiations, purchasing, sales
- School administration, reception, counseling
- Human resource departments
- Dispatch centers

The 4102 USB AuxBox can be installed on or below a desktop. Connections are very simple. Software installation requires only a few minutes so you can begin recording calls immediately.

The 4102 USB AuxBox monitors the digital data and voice signals between the Norstar, BCM, or Meridian 1 and a digital telephone. This information is sent over a USB connection to the Call Recording Software on a PC, where it is used for voice recording and event monitoring.

Algo's Call Recording Software gives you control over the recording process by offering several different recording and storing features. Calls can be recorded in manual or automatic mode, in WAV or WMA format. The Call Recording Software captures LCD information including call display, date, time, and duration. Comments can be added for organizing and storing recorded calls.

Automatic or manual mode

In automatic mode, all inbound and outbound calls are recorded. An icon in the tool tray on the PC screen will begin flashing any time a call is in progress.

For manual mode, a telephone key can be assigned as a hot-key. Pressing the hot-key at anytime during a conversation will initiate recording. A flashing icon in the tool tray on the PC screen confirms that the call is being recorded. The entire conversation will be recorded even if you press the hot-key after the conversation began. Never miss an opportunity to record an important conversation again.

WAV or WMA format

Audio format for call recordings can be either WAV or WMA (Windows Media Audio). WMA format provides an approximate 20:1 compression ratio. This means that a recorded conversation as long as one hour is stored as a 3MB file which can be easily emailed.

Management and storage

The Call Recording Software assigns the Call Record a filename. Recorded calls can then be organized, sorted, deleted, and stored like any other computer file. Comments can be added at the end of a call. This information is embedded in the individual Call Record file and is retrieved by the software when viewing or emailing recorded calls. Emails initiated from within the Call Recording Software automatically include the Call Record data in the email body.

Users have the option of storing recorded calls on a local PC hard drive or a designated network drive. The Call Recording Software provides several storage options to manage Call Records and to save hard drive space. This means a 40GB hard drive can store several years of conversations. Recorded calls can be stored indefinitely, limited to a predetermined number of calls recorded, archived for a predetermined number of days, or limited to the amount of hard drive space allotted for storage. As Call Records exceed the specified limit the oldest Call Records are automatically deleted unless they have been marked "KEEP" by the user.

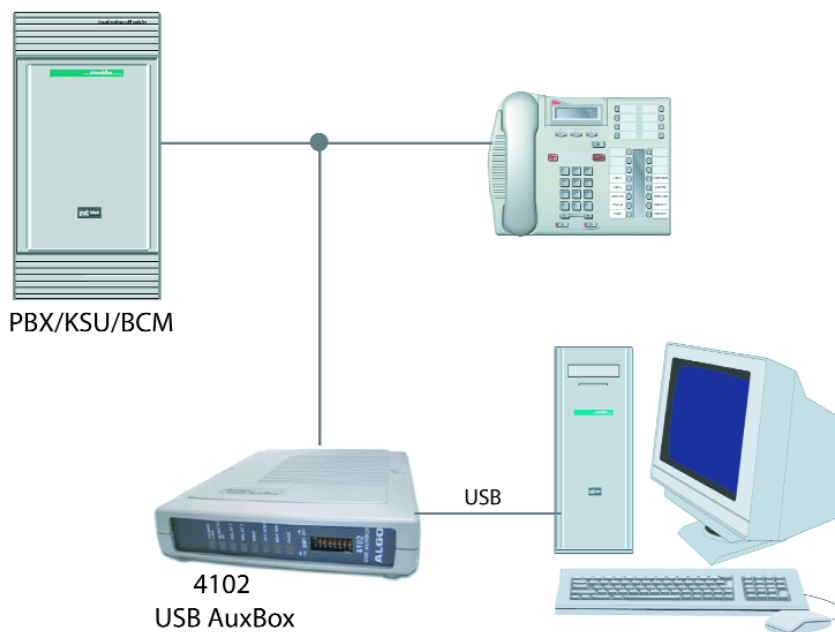
Additional features

The 4102 USB AuxBox includes two relay outputs to activate optional visual or audible alerting devices for telephone events such as ring, message waiting, page, or in-use. Visual and audible alerting devices designed to work seamlessly with the 4102 USB AuxBox are available from Algo Communication Products.

It is also possible to monitor icon activity for ACD call in queue notification or "make busy" in call center environments, monitor LCD messages for events, or respond to key press sequences. Some applications may require custom firmware loads which can be downloaded to the 4102 USB AuxBox.

Key Benefits

- Economical high quality voice recording solution
- Plug & Play installation at the work station
- Digitally records from telephone to PC over USB
- Records calls made with handset, headset, or speakerphone
- Includes Algo's easy to install and use Call Recording Software
- Records, plays, stores, or emails telephone conversations easily
- Capability for visual or audible notification of message waiting, in-use, and more



Company Information

Company Name:

Algo Communication Products Ltd

URL: www.algosolutions.com

Technical support email:

support@algosolutions.com

Technical support phone:

North America: 877.884.2546
EMEA: 604.454.3792

Sales phone:

604.454.3790

Sales email:

North America:
sales@algosolutions.com
EMEA:
EMEAsales@algosolutions.com

Regional Testing Office:

North America and EMEA

For all inquiries on this product, please provide the following reference code: NT4102

Compatibility Information:

USB AuxBox release 1.3 was verified as compatible with the Meridian 1 rls 25, Business Communications Manager 2.5 and Norstar MICS 5.0 in North America and as compatible with the Meridian 1 rls 25 and Business Communications Manager 2.5 in EMEA in controlled laboratory environments in 2002.

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