



Algo's Digital Auxbox Provides Flexible Voice Recording

The 4102 Digital Auxbox is a digital desktop voice recorder that provides Nortel 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.

- Legal and medical offices
- Contract negotiations, purchasing, sales
- School administration, reception, counseling
- Human resource departments
- Dispatch centers

The 4102 Digital 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 Digital Auxbox monitors the digital data and voice signals between the Norstar, BCM, Communication Server 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



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

The 4102 Digital Auxbox is a cost-effective, easy to use, digital voice recording solution for the Norstar, Business Communications Manager (BCM), Communication Server 1000 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 Digital Auxbox has many practical business applications:

- Small call centers and customer service
- Financial trading, banking, and accounting
- Emergency services

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 Digital 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 Digital 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 Digital 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

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



Compatibility Information:

Digital Auxbox release 1.3 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z5808.html

www.nortel.com/compatible

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