

Algo's ECR Software - Professional Multi-User Call Recording & Monitoring

Algo's ECR Enterprise Call Recorder provides a scalable, cost effective, and full featured call recording solution for small enterprise applications. Supporting up to 32 telephones, Algo's multi-user solution is compatible with all Algo recording interfaces supporting TDM digital telephones on Nortel's Norstar, Business Communications Manager (BCM), Meridian 1 PBX and Communication Server 1000 systems (CS 1000).

Key Features:

- Automatic or on-demand call recording activated anytime during call in WMA (e.g. 3MB per hour of conversation) or WAV formats
- Network-based Supervisor Live Call Monitoring
- Email call records directly from the ECR Software, with call log detail inserted automatically into email browser
- Search, sort and retrieve call records by date, time, duration, call type (inbound, outbound, missed), set display, user comments, user name, &/or telephone station
- Permissions based user privileges with passwords for security

Key Benefits:

- Scalable from 1 to 32 Nortel digital telephones on a single non-proprietary Windows-based PC, permitting concurrent call recording functionality
- LAN/WAN configurable for simultaneous shared access from an unlimited number of users or supervisors
- Convenient USB connectivity to a PC from Algo's 16 port ECR Shelf and/or AuxBox hardware recording interfaces; compatible with Algo visual and audible alerting accessories
- Reliable, feature rich solution with easy-to-use interface
- Economical for small enterprise applications



NORTEL
Compatible Product

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 ECR Software from Algo provides quality digital voice recording capability and centralized call data management for up to 32 Nortel digital telephones on a single PC.

Interfacing with Algo's AuxBox or AuxCard/ ECR Shelf hardware, a customer supplied Windows-based PC Server records telephone conversations (in compressed WMA or uncompressed WAV format) and call data to the Algo recording interface using a USB connection. Call records may then be accessed either directly from the PC Server or remotely from a network connected PC.

Users and Supervisors will find it easy to search, sort, retrieve, email, and playback call records. The ECR Software also offers Supervisor Live Call Monitoring and automatic or manual (on-demand) call recording functionality activated by the telephone or user PC.

Applications:

- Verification and archive of call information for regulatory and liability purposes (eg. financial trading, insurance, banking, legal and medical practices, emergency response)
- Training, call analysis, and monitoring quality service (eg. call center, customer service, dispatch)
- Security and threat assessment (eg. law enforcement, schools, public institutions)

PC Requirements:

- PC Server (Up to 16 telephones): 3.0 GHz P4 processor with HyperThreading & 512 MB RAM; Windows XP Pro or 2003 Small Business Server. USB port & optional sound card (dedicated to ECR application)
- PC Server (Up to 32 telephones): 3.2 GHz Dual Xeon processor & 1 GB RAM; Windows XP Pro or 2003 Small Business Server. USB port & optional sound card (dedicated to ECR application)
- PC Client: 450 MHz P3 processor & 256 MB RAM; Windows 2000 or XP Pro. USB port & sound card.

Company Information

Company Name:
Algo Communication Products Ltd.

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Technical support phone:
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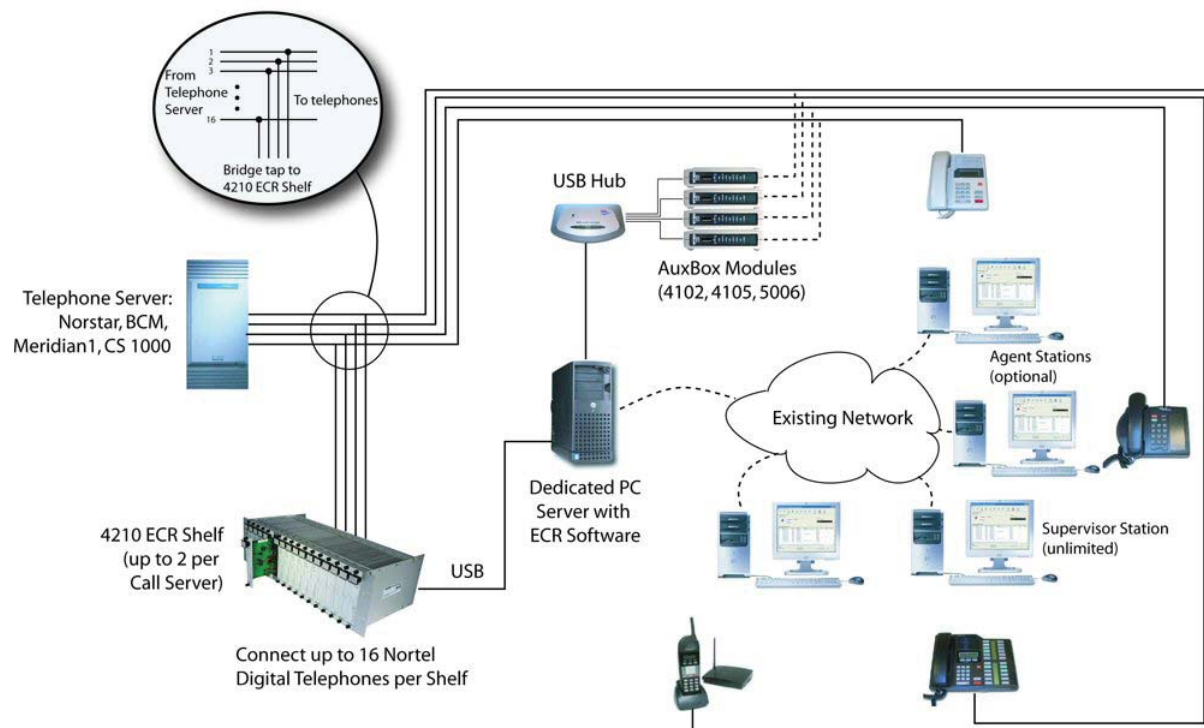
Sales Telephone:
604-454-3760

Sales Email:
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For all inquiries on this product,
please provide the following
reference code:
ECR

An online demo of the ECR System and Software is available for viewing at:

<http://www.algosolutions.com>.



Compatibility Information:

Algo's Enterprise Call Recorder (ECR) Software Rls. 2.1 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/z5967.html



www.nortel.com/compatible

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