

Algo CallBox for Nortel's APP Pack Solution Suite for BCM

Algo's 1201 CallBox provides a highly visible and easily activated interface compatible with Nortel's Advanced Paging Productivity Pack (APP Pack) Solution Suite for BCM. For improved customer service or emergency and non-emergency alerting, the CallBox offers a reliable and integrated solution for applications requiring one-touch programmable page announcement and response.

Designed specifically for use with the Customer Assistance Paging feature of Nortel's APP Pack Solution Suite for BCM, the 1201 CallBox offers a unique and simple to use customer interface with large illuminated call button and reset button for response acknowledgement.

Easy "One-Touch" Customer Service Paging

The highly visible CallBox makes it an ideal solution for customer assistance applications in retail outlets using Nortel's BCM.

To request service, a customer simply presses the call button on the CallBox. Upon activation, the button flashes and assures the customer that the service request has been recognized. Retail staff are then notified through a unique, programmable, page announcement, such as "Customer Requires Assistance in Sporting Goods". The page announcement can be set to repeat at regular intervals until deactivated by a staff member pressing the CallBox's reset button.

Detailed Reporting and Service Benchmarking

CallBox activity and page response times can be monitored by location using the APP Pack Solution Suite reporting feature, thus enabling service benchmarking and improvements to customer service and satisfaction.

Wide Application Flexibility

The high visibility and simple, one-touch activation characteristics of the CallBox also make it well suited for use in assisted living, healthcare, and child education facilities; particularly when the ability to use a telephone to call for assistance may be limited, or where the provision of telephones in a common area is not feasible. In these scenarios, an appropriate page announcement, such as "Assistance is Required in the South Hallway", can be programmed for broadcast when the call button is pressed.



Features

- High visibility with large illuminated blue call button
- Call button flashes while in activated state
- Reset button for page acknowledgement
- Tight integration with BCM ensuring reliable performance
- Centralized configuration of page message, paging zone, time-out, and repeat interval for each CallBox using BCM's Element Manager
- Monitoring of CallBox activity and response times by location, using APP Pack Solution Suite reporting
- Powered by BCM digital station port
- Includes multi-purpose bracket for wall, post, or surface electrical box mounting
- Customizable call button label



Ordering Information

Description	Code
1201 CallBox (Includes CallBox, mounting bracket, button label sheet, & User Guide)	1201

In businesses and facilities using BCM, the CallBox can also serve as an efficient means of emergency and non-emergency staff alerting. The ability to quickly and easily initiate a page announcement, which repeats until deactivated, is particularly valuable in emergency situations. For example, a pre-programmed message such as "First Aid Required in Machine Shop" can expedite effective communication and ensure immediate response.

Improve Staff Productivity

Staff can be notified of frequently required actions through the use of predefined page announcements such as "Forklift Operator Required at Receiving".

Simple Installation

The CallBox includes a multi-purpose mounting bracket that enables secure mounting to a wall, post, or electrical box serviced with conduit. Power is supplied by a digital station port from the BCM connected using a standard modular telephone jack. The number of CallBoxes that can be installed and supported by a single BCM is limited only by the number of available digital station ports.

Seamless Integration with BCM APP Pack

The ability to monitor and report on CallBox activation events and response times, and centralized administration through the Business Element Manager, combine to make the CallBox an effective and easily implemented enhancement to BCM's capabilities. Programmable CallBox options include page zone, time-out period, page message repeat interval, and specific announcement to play when activated.

Specifications

Power	By BCM Digital Port
Dimensions & Weight	Width - 11 cm (4.5"); Height - 15 cm (6"); Depth (unit only) - 2.5 cm (1"); Depth (incl. wall-mount bracket and button): 5 cm (2"); 240g (0.5 lbs)
Environmental	0 to 40°C (32 to 104°F); for indoor use only
Connectivity	BCM Digital Station Port (modular connector)
Loop Length	Same as Digital TDM Phone (see BCM documentation); SAPS may be used as required
Compatibility	Requires Nortel Advanced Paging Productivity Pack (APP Pack) (sold separately)
Installation	Double gang electrical box, or flush mount
RoHS Compliant	Yes
Regulatory	FCC, CSA (US and Canada)

For more detailed information on the Algo 1201 CallBox, please visit www.algosolutions.com/1201

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Benefits

- Easily activated paging notification
- Improved customer service and satisfaction
- Improve response times for emergency and non-emergency alerting
- Improved productivity

Target Applications

- Customer assistance in retail and service oriented businesses
- Education, assisted living, and healthcare facilities
- Emergency and non-emergency staff alerts
- Any business with a requirement for internal or customer activating paging announcements

Compatibility & Requirements

- BCM 50 Release 2.0 or higher, or BCM 200/400 Release 4.0 or higher, BCM 450 Release 1.0
- Nortel APP Pack Solution Suite
- One available TDM digital station port per CallBox

