

Professional Multi-User Call Recording & Monitoring Software

Algo's ECR Enterprise Call Recorder Software provides multi-user call recording, supervisor monitoring, and centralized multi-channel capability for Algo's suite of hardware interface products supporting Nortel digital (Norstar / BCM / Meridian 1 / CS 1000), analog, and Centrex (MDC) technologies.

Powerful features combined with unique integration capability and scalable cost structure positions Algo's ECR software as the ideal solution for Nortel digital call recording from 1 to 32 telephones.

Key Features

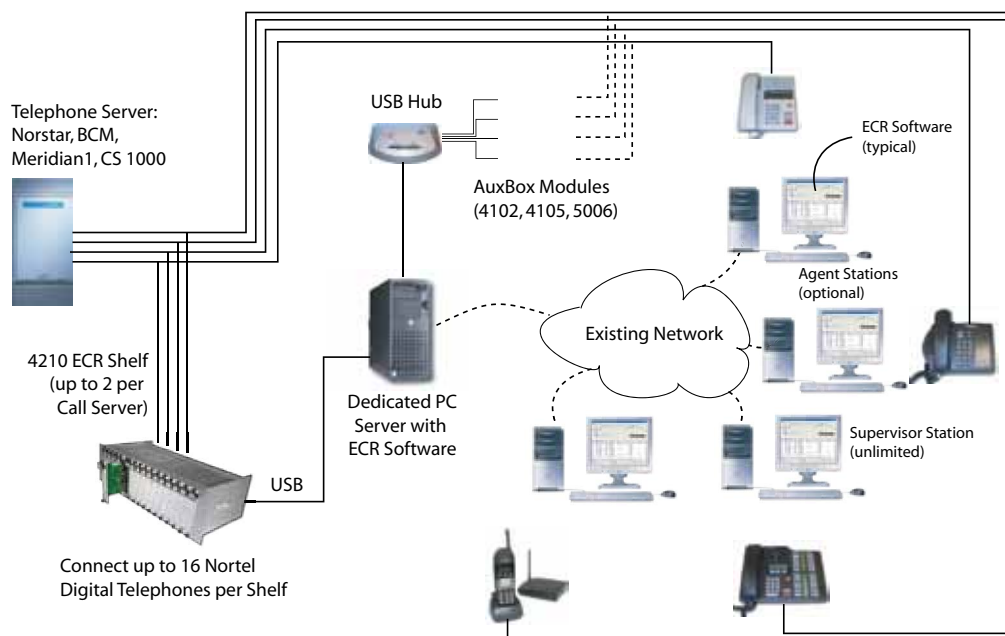
- LAN based supervisor live call monitoring
- Automatic or on-demand (manual) recording from the telephone
- Non-proprietary Windows based PC Server
- Permissions-based user access
- Unlimited supervisors and users
- Records and monitors up to 32 telephones simultaneously
- Scalable cost structure provides best value for 1 to 32 telephones
- Feature-rich solution with user friendly interface



See Algo's ECR System in Action

For an online demonstration of the ECR Enterprise Call Recording System, complete with sound, please visit www.algosolutions.com/ecr

Typical System Diagram



Scaleable Architecture

- Supports 1 to 32 telephones (with unlimited users)
- Seamless support for multiple telephone technologies into one integrated system (e.g. Nortel digital TDM, Meridian Digital Centrex, analog)
- Uses standard Windows-based PC for a PC Server
- Wizard-based configuration tool streamlines LAN user and station setup
- Supports centralized and distributed (desktop) hardware configurations
- Supports individual station visual and audible telephone alerting features

Telephone /Hardware Compatibility

- 4210 ECR Shelf & 4102 Digital AuxBox compatible telephones:
 - Norstar / BCM (M7000 & T7000)
 - Meridian 1 / CS1000 (M2000 & M3900)
 - 5006 Centrex AuxBox and Centrex (MDC) telephones
 - 4105 Analog AuxBox with support for all analog telephones

Call Record Management

- Automatically archive all files to individual monthly folders
- Call Record management capabilities:
 - Limit records by disk space
 - Limit records by call quantity
 - Limit records by age
 - Protect feature prevents auto deletion of specified files
- For distributed LAN-based implementation, calls cached locally if server unavailable
- All calls are stored on central server for easy retrieval and backup
- Move and copy files
- Supports drag and drop out of software into other applications
- Ability to import call records if upgrading from previous versions of call recording software

Supervisor Capabilities

- Live call monitoring
- System overview interface shows off-hook status, set display, & phone line/USB disconnect for all stations simultaneously and in real-time
- Discrete monitoring without user notification

PC Requirements⁽¹⁾

Requirement	ECR Server	ECR Client
Operating System	Windows® 7 ⁽³⁾ , Vista, or XP Pro (dedicated to ECR application) ⁽²⁾	Windows® 7 ⁽³⁾ , Vista, or XP Pro
CPU & RAM for up to 16 stations	Intel® Core™ 2 Duo Processor (1.80 GHz/1 GB) or Dual Core Intel® Xeon® Processor (1.86 GHz/1 GB RAM)	450 Mhz Pentium III & 256 MB RAM
CPU & RAM for up to 32 stations	Intel® Core™ 2 Duo Processor (2.40 GHz/1 GB) or Dual Core Intel® Xeon® Processor (2.40 GHz/1 GB RAM)	450 MHz Pentium III & 256 MB RAM
System Accessories	USB Port(s) & CD-RW/DVD Combo, Sound Card	Sound Card & CD ROM

⁽¹⁾ For more detailed recommendations, visit www.algosolutions.com/configurator

⁽²⁾ Windows® 7⁽³⁾, Vista, and XP Pro are the recommended Operating Systems for ECR Software, however, Windows Server 2003 is also supported

⁽³⁾ 32-bit only

User Capabilities

- Call record playback with pause, progress timer, and volume slider
- System detects:
 - In-use indication
 - Message waiting
 - Ring
 - Phone line disconnected files
 - Real-time call display information
 - Missed call notification with Caller ID and timestamp
- Add comments during or after completion of call recording
- Call duration timer
- Ability to edit Set Display data
- E-mail call records directly from software
- Calls can be searched and sorted by call type (e.g. incoming, outgoing, missed), set display, date, duration, comment text, user, and station
- Export call data to Excel spreadsheet
- Statistical summaries: total number of calls, average call duration, in-bound vs. outbound call volume; by station, or summary for entire system

Audio Recording

- Simultaneous call recording capability for 1 to 32 telephones
- Configurable automatic or on-demand recording of calls by telephone key press or PC
- On-demand recording can be initiated by a user-programmable hot-key on telephone or in software
- Post-Save option for On-Demand recording allows capture of entire call data any time during a call and even after call completion
- Multiple audio formats WAV or compressed WMA
- WAV audio format provides uncompressed (highest possible quality) files
- Two WMA compression options for quality and disk space optimization (e.g. At default setting of 3 MB per hour of conversation, 160 GB hard drive will store approximately 50,000 hours of call data)
- USB data transfer for excellent audio quality

Privileges & Security

- Ability to create user accounts with various security privilege options
- Multiple supervisor accounts, each with access to calls from a different set of stations (e.g. can restrict supervisors to calls within own departments)
- Centralized architecture capability allows for secure location of AuxBoxes and Server
- User lock-out features:
 - Prevent deletion of calls
 - Prevent set display modification
 - Prevent changing of user settings
 - Prevent listening to calls
 - Prevent call playback of other user's calls
- Lock a call to protect privacy

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