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Sound Bytes...

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Trunked Logging Recorder Is Here!

Mercom Systems, makers of Audiolog®, have announced the release of the new **Trunked Logging Recorder (TLR)** for M/A-COM Wireless Systems radio systems. This new technology allows reliable, efficient recording of EDACS® and ProVoice™ radio systems.

Why TLR Is Needed

“It is difficult to efficiently record the call traffic on a modern trunked radio system, which uses computers to create hundreds of ‘call groups’ from a handful of radio channels,” notes Bob Jagendorf, Mercom’s director of sales and marketing. “The logging system must—like our new TLR—follow the radio system’s constant assignment and reassignment of call groups so that the radio traffic, when played back, will form coherent conversations.”

The challenges inherent in recording trunked calls are obvious. But there is a vital need for recording this call traffic, especially for emergency and utility repair services.

The Mercom TLR Solution

The new Mercom TLR interfaces directly with M/A-COM’s Integrated Multi-site Controller (IMC) interface. This enables Mercom’s TLR to devote one port to each radio channel, versus dedicating one recording channel to each possible call group.

Mercom TLR

Based on a Windows 2000 system, the Mercom TLR records voice transmissions as detrunked by the IMC. All transmissions are recorded: conventional and trunked, analog and digital, clear and encrypted.

Transmissions are then recorded on a hard drive for fast search and retrieval, according to a variety of assignable descriptors. These include:

- Time,
- Date,
- Talk group ID,
- Radio ID, and others.

Multi-channel playback and optional silence restoration allow multi-call events to be completely reconstructed. Selected recordings can also be copied to other media, or e-mailed in standard playback formats.

The Mercom TLR is compatible with other Mercom Recording Servers, and can be attached to a local area network. It includes a suite of graphical management tools that provide at-a-glance configuration, storage, diagnostic and alarm information.

If you use a trunked radio system, call us to find out how this new technology can offer you efficient, reliable recording—today.

People, Places & More

Meet the Sound Communications Team

Beginning in this issue, we'd like to introduce you to some of the team members who make Sound Communications great. Here are four of our outstanding technicians.



Sean Bennett

A native of Grove City, Sean joined Sound Communications in August, 2001. He brings five years of experience in the electronics industry to his work as a Support Technician. Sean also has an Associate's Degree in Operations Management and is working toward his Bachelor's Degree.



Ahmed Muhumad

Ahmed joined us in January of 2001. He has more than 11 years of experience in customer service and support, and says helping "those who are in need" is one of his top priorities. He appreciates the "great work environment" at Sound Communications, and finds it stimulating to be part of the "unforgettable who never quits until they win." Ahmed is the father of two boys and a girl.

Travis Bell

New team member Travis Bell comes to us from Mills Communication, where he was Lead Tech on a 10-person crew handling installation and service. Mills is a California-based platinum Inter-tel dealer, specializing in CTI

and networking multiple sites. Travis is certified on six Inter-tel systems, and has additional training on the NBX.



Po Syvilarack

Po had nearly five years of customer service experience before joining us in February of 2000. He is currently completing his bachelor's degree in Computer Information Science at DeVry. Po says the "people" are his favorite part of working at Sound Communications. He and his wife live in the Grove City area.

Attention State Buyers

Did you know that Sound Communications is approved on the State Term Schedule for Audiolog®? We're also excited to announce that State Term Schedule status has just been awarded to us for the revolutionary **CourtFLOW** system as well. To learn more, just call our office.

Save on Headsets!

Looking for the increased efficiency that new headsets can offer your call center? Good news: ACS, Plantronics, and GN Netcom headsets are currently on sale at Sound Communications. Visit our website, www.soundcommunications.com for complete pricing information. Don't forget: all our headsets carry a 2-year warranty, and we'll give you a \$5 credit for each headset you trade in. Finally, remember that Sound Communications offers repairs on any headset, no matter where it was purchased.

At Sound Communications, our people make the difference. That's why we want you to meet them!

DVDs and Station-Side Recording



This month's questions (including one from a "doubting Thomas") are answered by Sound Communications'

President, Garry Stephenson.

Can Audiolog® really save me time and make my agents and supervisors more productive?

The short answer is **yes**.

Audiolog® can be an incredible tool in improving the productivity of supervisors and agents. It can also serve as a much needed friend in resolution of legal and "he said/she said" conflicts. In fact, Audiolog® has been credited with saving lives—as well as many millions of dollars—for its users. We've found clients are often pleasantly surprised at the usefulness of Audiolog® aside from the original intent behind its purchase.

Because Audiolog® allows you to find any conversation quickly, it opens up an entire area of opportunity once the call is at hand. For example, Audiolog® WAV files can be embedded into documents, copied, graded, or listened to anywhere in the world via telephone or email. Audiolog® offers fantastic on-line storage for immediate playback to supervisors, agents, clients and even reporters—and you never have to handle the media or even leave your seat.

Training and quality control are greatly enhanced with Audiolog® as well. The agent's voice and call screen can be synchronized and played back to identify even the

slightest training issue. Audiolog®'s Windows NT interface makes it easy to use. That short learning curve, along with Audiolog®'s rich search and retrieval features, can save agencies money and improve productivity almost immediately. No more hours of researching incidents and making multiple copies on cassette tapes, all the while wondering what the issue or resolution actually is. Audiolog® lets you put that time to better use.

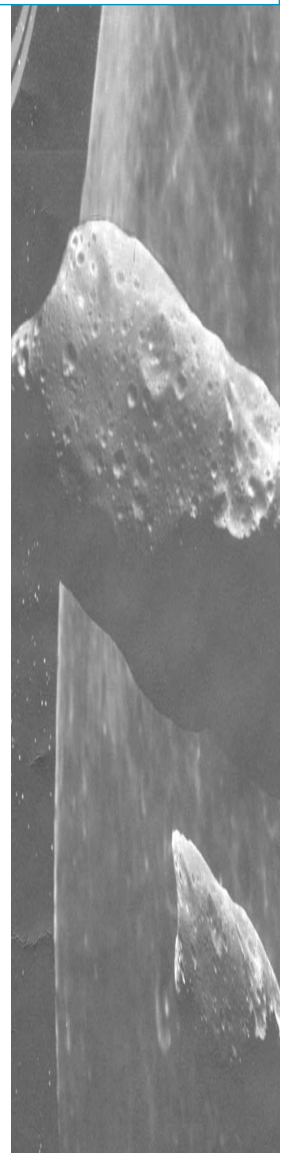
Audiolog®, along with its suite of evaluation products known as IntelliAgents2000™, allows agencies to resolve conflicts, identify training issues, coach agents, uncover trends and patterns, track marketing, and protect themselves all with the click of a mouse.

Our call center representatives are requesting headsets, citing medical benefits. Can you tell us more?

Your call center reps are right on target. A recent study conducted at Santa Clara Valley Medical Center provided strong evidence that office workers can reduce neck, shoulder and muscle tension as much as 41% by using headsets.

Specifically, headsets reduced muscle tension in users who were reading, writing and typing while on the phone. As compared to handset users, headset users experienced 41% less muscle tension while reading, 36.5% less tension while writing, and 31.4% less tension while typing. To learn more about headset benefits, just give us a call.

Do you have a question for our experts? Send it to us at Sound Communications, 3902 Broadway, Grove City OH 43123. Or email it to us: toni@soundcommunications.com



We're On The Move!

Sound Communications is excited to announce that we have acquired a new facility and will be moving our offices this fall.

The new location is still centrally located in Grove City, Ohio, but offers a number of advantages to our growing list of clients.

"Because the new building is larger, we'll be able to enhance our tech room," says Toni VanHorn, our Vice-President of Marketing. Each technician will now have his or her own office space, for example.

Another advantage is a large, private conference room. According to Toni, "This room will be used exten-

sively for client training. It offers greater comfort and will enhance the quality of training offered at our facility."

The new facility will also include a more extensive product display and demonstration area, and a historical display of old telephone systems (so you can see just how far technology has come!). With 27 parking spaces and a private drive, the new Sound Communications facility is also our most accessible facility to date.

The bottom line? We're making a move to better meet your needs. Watch for more news about our moving date in the next few months.

Improved training facilities is just one of the advantages our new location will offer.



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