

AVAYA

SO-100

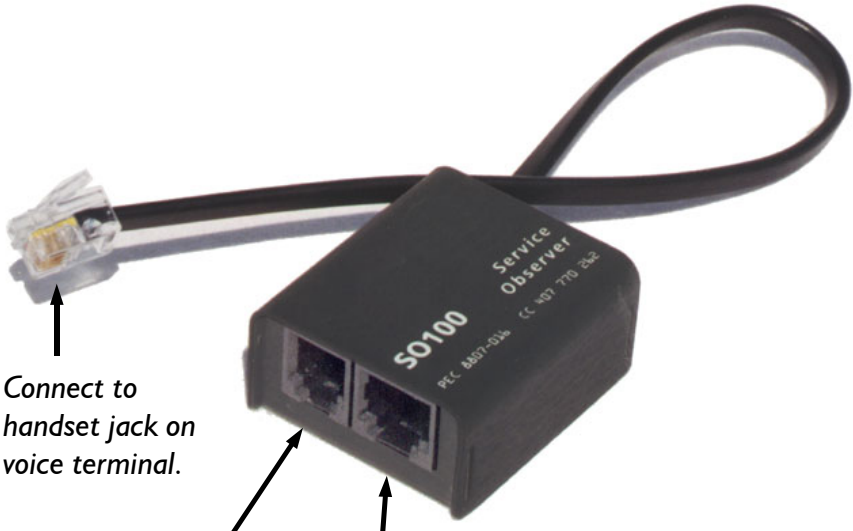
SERVICE OBSERVING MODULE

USERS GUIDE

COMCODE: 407 770 262

PEC CODE: 8807-016





Connect to handset jack on voice terminal.

HANDSET JACK — Connect handset cord here.

LINE JACK — Audio output to recorder (pair 1).

General

The SO100 provides a 600 ohm audio output for service observing and recording from voice terminals with "K" style handsets. The SO100 monitors both the caller audio and side tone from the user. Adhesive pads on the bottom of the device allow you to locate the SO100 almost anywhere on the voice terminal.

Installation

Phone Connection

Two modular jacks are located on the left end of the SO100. Unplug the handset cord from the voice terminal, and insert it in the small handset jack on the SO100. Connect the modular plug from the SO100 to the handset jack on the voice terminal.

Audio Connection

The RJ-11 modular line jack on the SO100 provides the audio output. Connect a modular line cord from this jack to the recorder. Audio is on pins 2 & 3 (pair 1) of the line jack.

Mounting

Choose a smooth flat surface in a location that will not obstruct the cord connections on the SO100. Be sure the handset plug from the SO100 will reach the handset jack on the voice terminal. Remove the protective paper on the adhesive strips and press the SO100 firmly in place.



Starcom Incorporated

3303 North Dixie Highway
Boca Raton, FL. 33431

phone: (561) 392-7001 ★ fax: (561) 392-7003 ★ email: info@starcom-inc.com ★ internet: www.starcom-inc.com