SK200 *SonoKlara*® DSP Amplifier for Contact Centres

SK200 SonoKlara® DSP amplifier significantly reduces risk of injuries from acoustic shock & noise-induced hearing loss through headsets, while enhancing speech intelligibility & clarity

Easy Setup

1. Connect the SK200 to your telephone headset port using the cable provided
2. Connect your headset to SK200
3. Power up the SK200
4. Start benefiting from SonoKlara® features
5. SK200 fits in a cradle that can be fixed to your desk or telephone consol (as illustrated)

Features of **SonoKlara®**

➤ SonoKlara® SK200 is based on low-power, high performance dsp platform with integrated voice tags for ease of setup, interoperability and operation

➤ Excellent noise reduction and speech enhancement on incoming calls

➤ User-selectable voice equalisation (EQ) to correct for muffled or high-pitched voice

➤ Continuously monitors and records the acoustic exposure through the headset

➤ Recorded exposure level can be announced through the headset at anytime

➤ Noise dose measurement inline with Noise at Work Legislation & EU Directive 2003/10/EC

➤ Notifies the user when 90% of specified daily exposure through the headset is reached

➤ Notifies the user when 100% of specified daily exposure through the headset is reached

➤ Noise dose measurement is configurable for any headset make & model

➤ Interoperates with all makes of headsets and telephone consols

➤ Optional microphone gain for carbon-mic consols

➤ Incorporates sophisticated acoustic incident detection technology, attenuating wide range of acoustic incidents, including:

  – deafening sounds, such as screams, shouts & whistles

  – high-pitched impulsive signals, such as pops and bangs

  – high-energy single & dual-tone signals such as DTMF

  – loud beeps or alert signals, such as train doors shutting

  – fax signals, in case the user dials a fax by mistake

User Benefits

- Significantly reduces the risk of injury from noise-induced hearing loss and/or acoustic shock through the headset
- Addresses critical safety shortfalls in operator hearing protection for contact centers
- Reduces operator fatigue by removing comms noise and enhancing quality of speech
- Ease of setup and operation with guaranteed interoperability with all major headsets & phones
- Features the most common pin configuration on its 4p4c (RJ10) audio ports
- Exposure button announces the time lapsed from the start of Agents' shift followed by average exposure through the headset up until that time

Technical Description

Acoustic incident protection technology

- Fast detection of acoustic incidents
- Detected incidents attenuated to below speech level
- Minimum hang-over time following attenuation
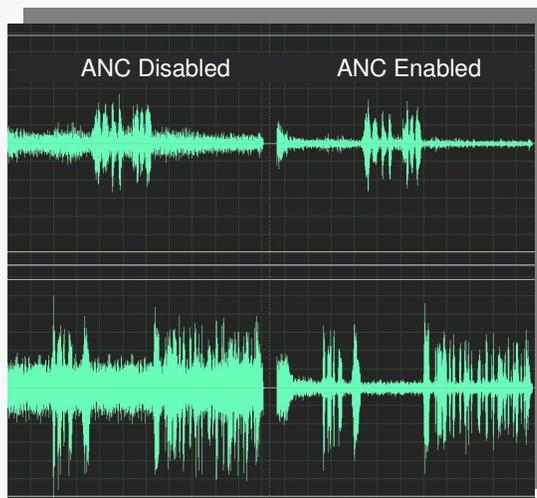- No adverse affect on speech quality or intelligibility

Acoustic Incident Attenuation Enabled

Acoustic exposure monitoring & control

- *Passive* advisory mode or optional *Active* enforcement mode
- Active mode compliancy is configurable to any setting; e.g. 85 dBA over 8 hours
- Allows user volume control in Passive mode

Active Enforcement Mode (EM&C)

Adaptive noise reduction

- Upto 15dB noise attenuation in receive channel
- Fast re-convergence with changing noise types
- No metallic artefacts on voice quality
- Robust performance with low latency
- Integrated speech enhancement
- User selectable EQ with voice tag confirmation

ANC Disabled   ANC Enabled

ElaraTek
Software