COMDIAL®

Installing Impact Call

Introducing Impact Call

Impact Call is client software that runs on a personal computer and works in conjunction with a digital communications system. The Impact Call software speeds call handling by providing the desktop pc with call control features.

Among the features Impact Call makes available, are:

- text messaging using wireless pagers,
- access to system-wide features such as Park Orbits,
- full keyboard and mouse interfaces,
- printed reports,
- database access on incoming and outgoing calls.

Detailing The Platform Requirements

Impact Call runs on personal computers (PC) that have the following minimum specifications:

- Microsoft® Windows® 95 or NT operating systems

  Microsoft, Windows 95 and Windows NT are registered trademarks of Microsoft Corp., Redmond WA

- 16 megabytes of RAM,
- Pentium 90 or higher processor,
- VGA monitor (SVGA preferred),
- 5 megabytes of hard disk space,
- CD-ROM drive,
- network interface.

Installation Options

Impact Call with Impact Integrator will run on DXP, DXP *Plus*, and FX Series platforms.

Impact Call with PCIU will run on DXP, DXP *Plus*, FX Series, DSU, and DSU II platforms.

Stand-Alone Installation (Impact Call with Impact Integrator)

When installed as a stand-alone installation, both the *wideopen.office* server and client software run on the same PC. That PC is linked directly to the digital communications system.

PCIU Installation (Impact Call with PCIU)

The PCIU connects between the digital communications system and the Impact Call PC. The PCIU installation requires that you program feature buttons on the telephones for some features to work. Specifically, the voice mail transfer, mute, and headset operation features will not work unless feature buttons are programmed on the telephones. Refer to the telephone reference manuals for instructions on programming feature buttons.

Client-Server Installation (Impact Call with Impact Integrator)

When installed as a client-server application, Impact Call uses Comdial's *wideopen.office* telephony server software to provide its interface. IPX, TCP/IP, or Netbios protocol provides communication between the client PC and the *wideopen.office* server. The *wideopen.office* server is linked directly to the digital communications system.
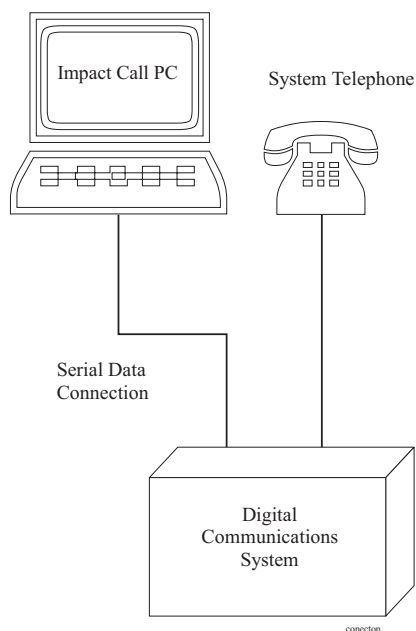
Locating Related Publications

When performing the installation of the Impact Call hardware, you will need to refer to the related publications listed below:

- IMI66–105   *Installing The FXS Common Equipment Cabinet*
- IMI66–141   *Installing The FXT Common Equipment Cabinet*
- IMI66–134   *Installing The DXP Plus Main Common Equipment Cabinet*
- IMI66–001   *Installing The DXP Main Common Equipment Cabinet*
- IMI66–107   *System Hardware and Software Instructions for the Impact DSU*
- IMI66–132   *System Hardware and Software Instructions for the DSU II*
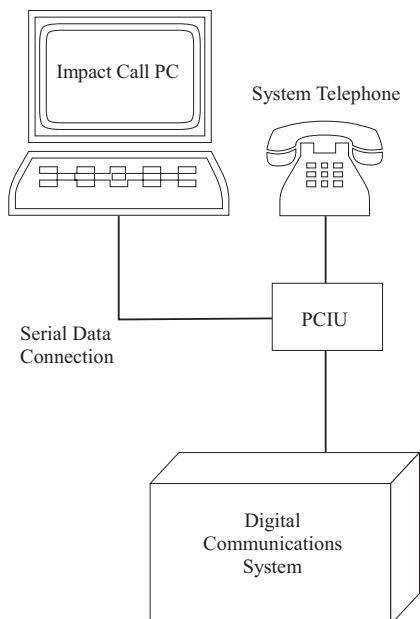- IMI89–235   Wideopen.office *Installation Guide*

Connecting The Equipment

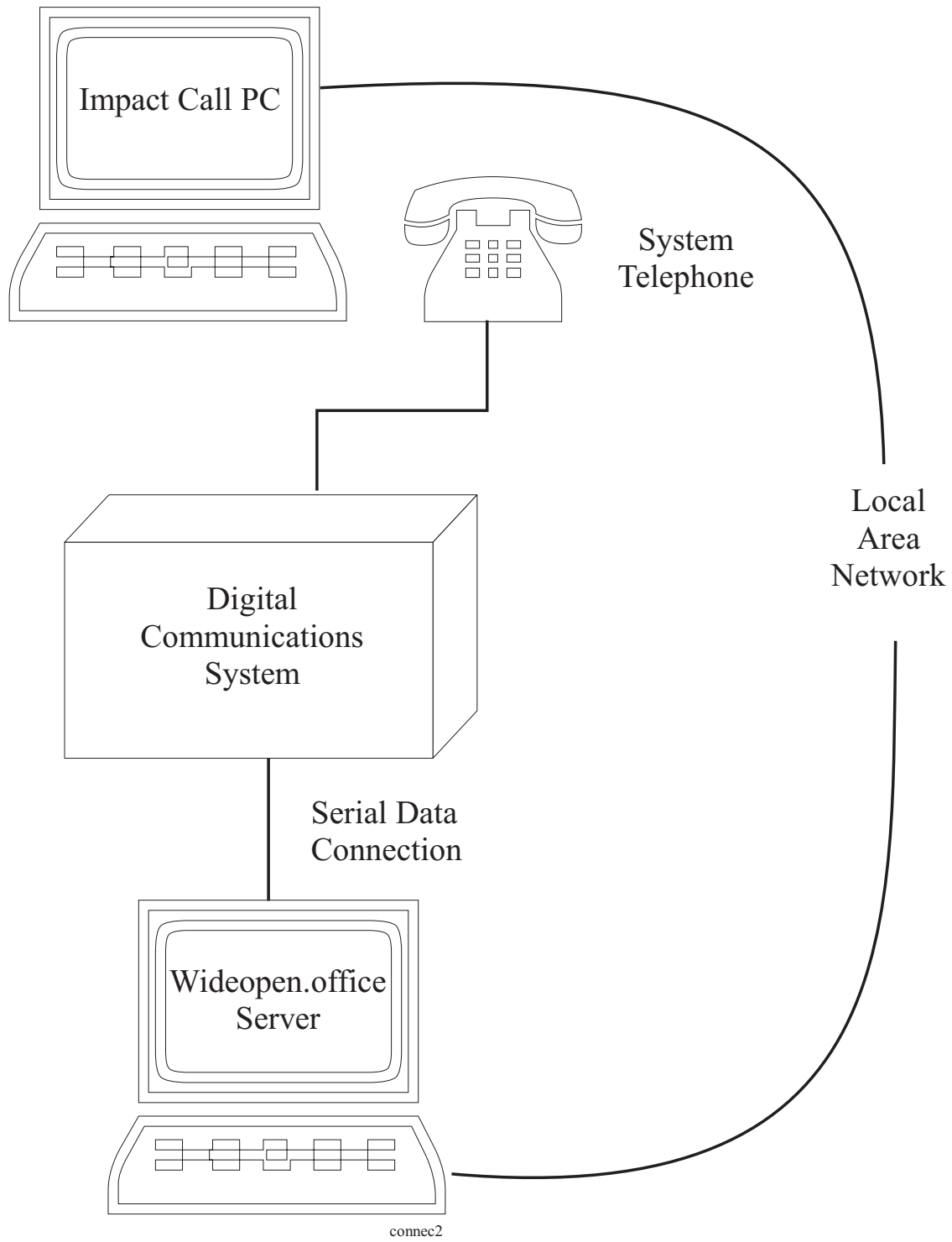You can install Impact Call as a stand-alone installation, as a network-based installation, or with a PCIU.

These installation schemes are illustrated below. Refer to the appropriate installation manual for connection details.

Impact Call Stand-Alone Installation

Impact Call PCIU Installation

Impact Call PC

System
Telephone

Local
Area
Network

Digital
Communications
System

Serial Data
Connection

Wideopen.office
Server

connec2

Impact Call Network Installation

Installing The Impact Call Software

As a preliminary step, you must first install the *wideopen.office* software.

- If it is a stand-alone installation, install *wideopen.office* on the same PC you will install Impact Call.
- If it is a network installation, install *wideopen.office* on the server PC, then use the same program disk to install *wideopen.office* on the client PC.

To install the *wideopen.office* software, refer to IMI89–235, *wideopen.office Installation Guide*.

After you have properly installed *wideopen.office*, install Impact Call on the client PC. To do this, take the following steps:

1. Insert the Impact Call program disk into the PC's disk drive.

2. From the main window, click the **Start** button and the **Run** button.

3. From the **Run** dialog box, verify that the directory selection is: *A:\startup.exe* then click **OK**.

4. When the installation dialog appears, choose whether you want to install Impact Call using Impact Integrator or PCIU (if you are installing for PCIU, please read the next section). From here on, the Impact Call software installs itself automatically.

Choose Impact Integrator or PCIU
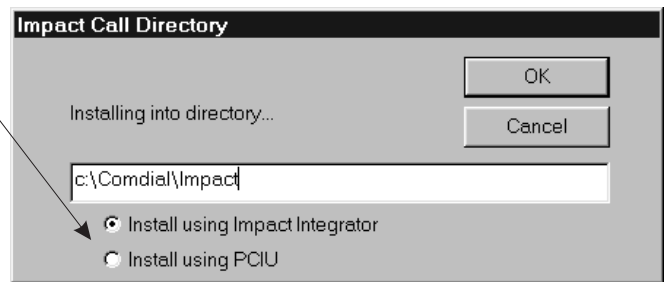
PCIU Considerations

If you are installing Impact Call for PCIU, you must program feature buttons on the telephones for some Impact Call features to work. Specifically, the voice mail transfer, mute, and headset operation features will not work unless feature buttons are programmed on the telephones. Refer to the telephone reference manuals for instructions on programming feature buttons.

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