

## ***Installing Impact Attendant For Windows***

### ***Introducing Impact Attendant***

Impact Attendant is a software product that when run on a personal computer and works in conjunction with a digital communications system. The Impact Attendant software allows an attendant to handle a large volume of call traffic in a short period of time. With this software, the attendant has operational control of the system and the telephone stations that are a part of it.

Among the features that Impact Attendant makes available to the attendant, are the following items:

- Real-time status updates of telephone activity,
- Tracking people using wireless pagers,
- Access to system-wide features such as Park Orbits, SOHVA, and Serial Transfer,
- Full keyboard and mouse interfaces,
- Printed reports of the attendant's operation.

### ***Detailing The Platform Requirements***

Impact Attendant 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 Meg of RAM
- Pentium 90 or higher processor
- VGA monitor ( SVGA preferred )
- 5 megabytes of hard disk space
- CD-ROM drive
- Either a serial port or network interface

Impact Attendant uses Comdial's *wideopen.office* telephony server software to provide its operational interface. You can connect the Impact Attendant PC directly to the communications system as a stand-alone installation or across a network connection to a remote server.

When run on a PC that is directly connected to the communications system, Impact Attendant requires that the *wideopen.office* server be running on the PC. This arrangement does not need a network interface. The serial communication with the digital communications system is handled by *wideopen.office*.

When run over the network, Impact Attendant uses either the IPX, TCP/IP, or NetBIOS protocols to communicate with *wideopen.office*. The PC with the *wideopen.office* server software connects with Impact Attendant on the attendant PC. *Wideopen.office* also maintains serial communications with the digital communications system.

Impact Attendant requires that a proprietary analog or digital telephone be assigned to the attendant position for use by the attendant in executing the Impact Attendant functions.

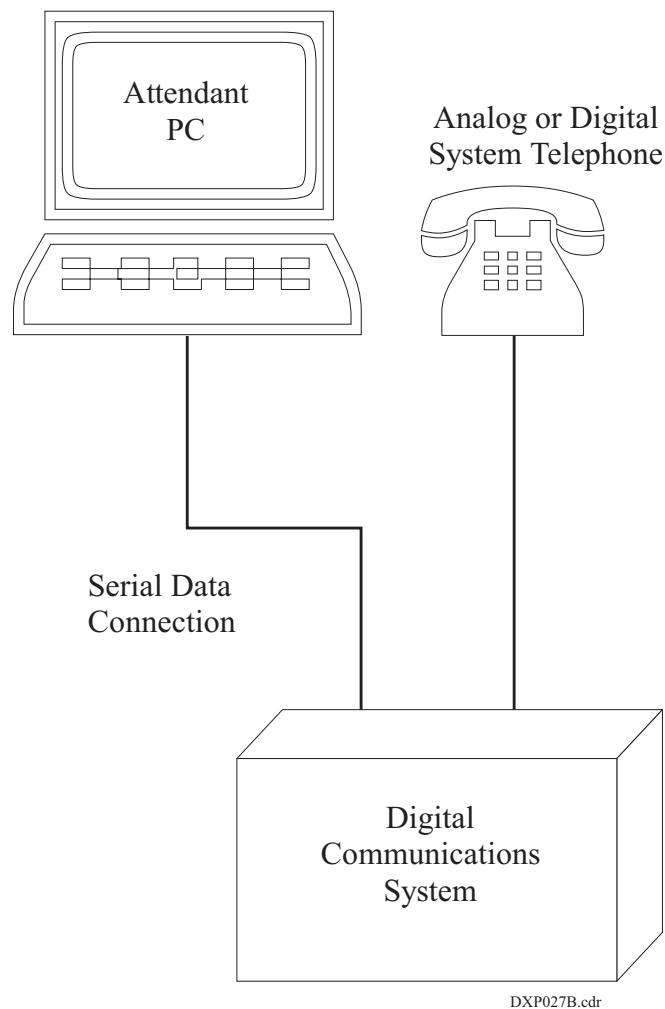
## Locating Related Publications

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

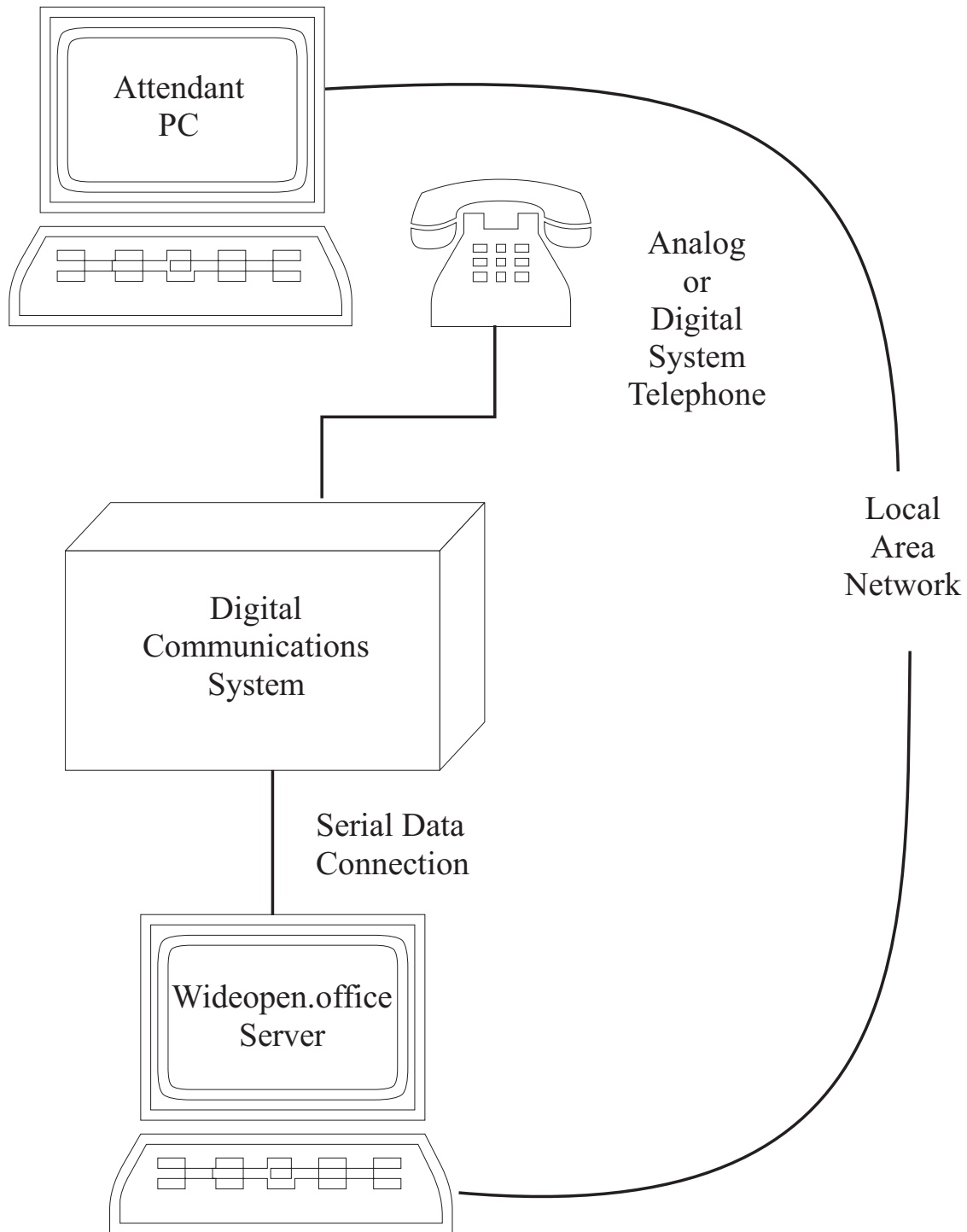
- IMI66-105 *Installing The DXP Plus Main Common Equipment Cabinet*
- IMI66-001 *Installing The DXP Main Common Equipment Cabinet*
- IMI89-235 *Wideopen.office Installation Guide*

## Connecting The Equipment

You can arrange a system to use Impact Attendant in a stand-alone installation or as a network-based installation. These two installation schemes are illustrated below. Refer to the appropriate installation manual for connection details.



### **Using Impact Attendant In A Stand-Alone Installation**



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**Using Impact Attendant In A Network Installation**

## **Installing The Impact Attendant Software**

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

- If the installation site is a stand-alone arrangement, install *wideopen.office* software on the same PC that you will use for the attendant position.
- If the installation site is a network arrangement, install *wideopen.office* on the remote server computer then use the same program disk to install *wideopen.office* on the attendant PC.

To properly install the *wideopen.office* software, refer to the instructions for doing so that are provided in IMI89-235, *wideopen.office Installation Guide*.

After you have properly installed *wideopen.office*, you can then install Impact Attendant on the attendant PC. To do this, take the following steps:

1. Insert the Impact Attendant 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**. The Impact Attendant program loads itself automatically.