

Installing Impact Group

Introducing Impact Group

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

Among the features that Impact Group makes available, 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, Paging Zones,
- full keyboard and mouse interfaces,
- printed reports,
- database access for incoming and outgoing calls.

Detailing The Platform Requirements

Impact Group 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,
- either a serial port or network interface.

Impact Group uses Comdial's *wideopen.office* telephony server software to provide its operational interface. You can connect the Impact Group 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 Group requires that the *wideopen.office* server also be running on this 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 Group uses either the IPX, TCP/IP, or NetBIOS protocols to communicate with *wideopen.office*. The server PC with the *wideopen.office* server software connects with Impact Group on the remote client PC. *Wideopen.office* maintains the serial communications with the digital communications system.

Impact Group requires that you assign a system telephone extension to the Impact Group PC console position for use in executing the Impact Group functions.

Locating Related Publications

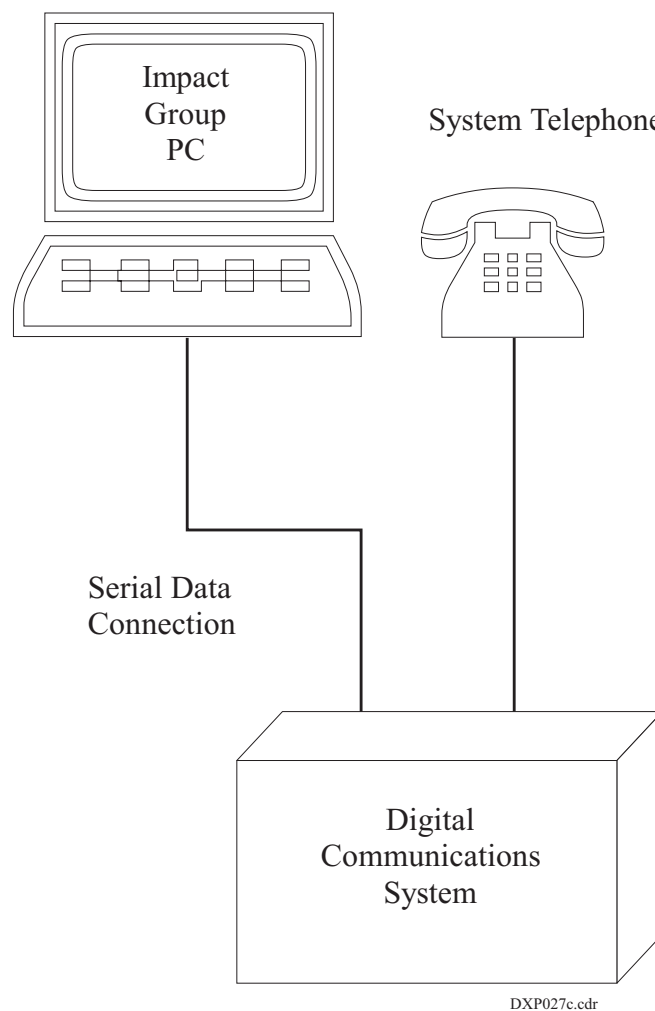
When performing the installation of the Impact Group hardware, you will need to refer to the related publications listed below:

- IMI66-105 *Installing The FX Series Equipment Cabinet*
- IMI66-134 *Installing The DXP Plus Main Common Equipment Cabinet*
- IMI66-001 *Installing The DXP Main Common Equipment Cabinet*
- IMI89-235 *wideopen.office Installation Guide*

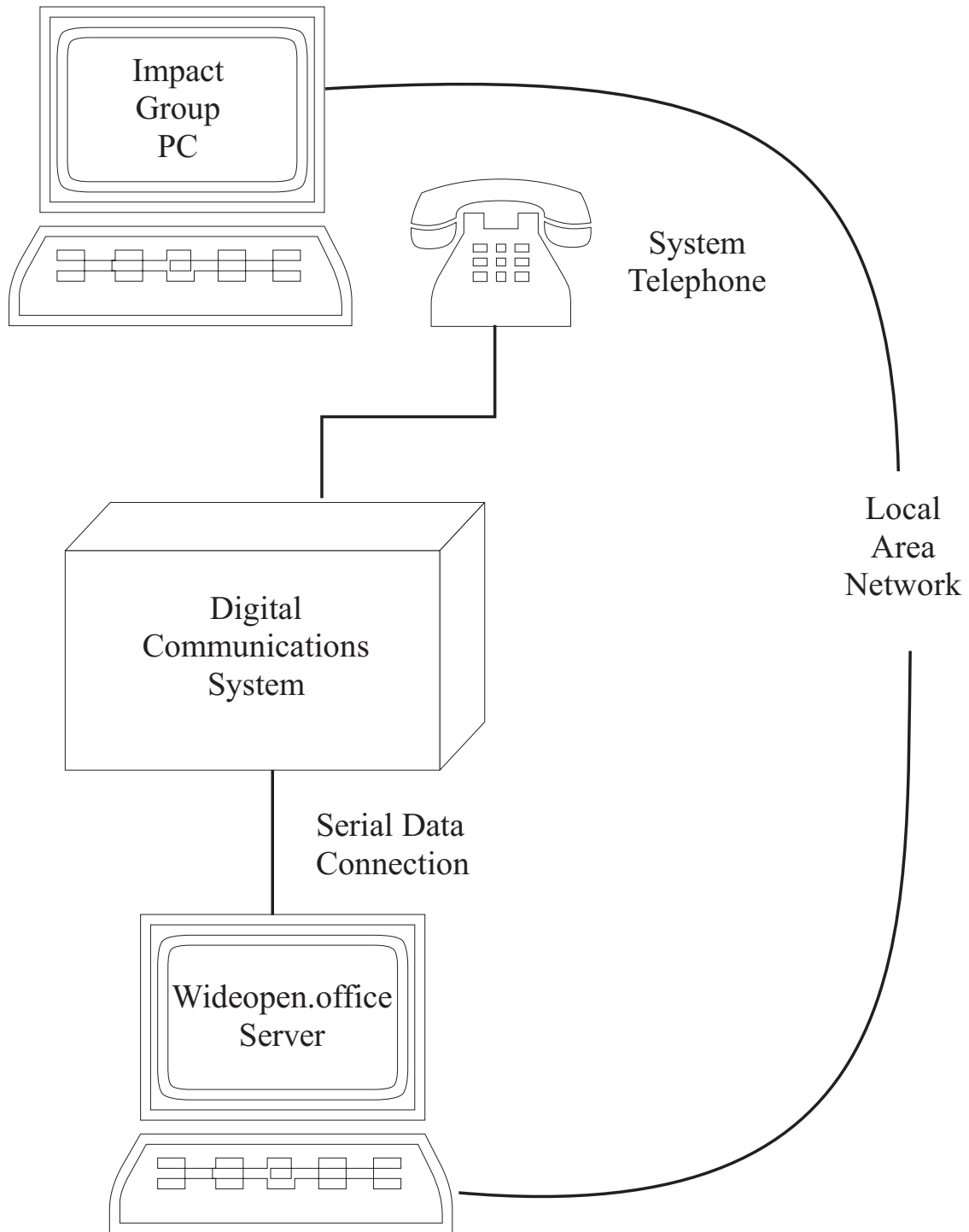
Connecting The Equipment

You can arrange a system to use Impact Group 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 Group In A Stand-Alone Installation



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Using Impact Group In A Network Installation

Installing The Impact Group 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 install Impact Group.
- If the installation site is a network arrangement, install *wideopen.office* on the server PC then use the same program disk to install *wideopen.office* on the client PC.

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

After you have properly installed *wideopen.office*, install Impact Group on the client PC.

To install Impact Group,

1. Insert the Impact Group program disk into the PC's disk drive.
2. From the main window, click **Start**, then **Run**.
3. From the Run dialog box, verify that the directory selection is **A:\startup.exe**, then click **OK**.
The Impact Group program loads itself automatically.