

Designed For



wideopen.call

Installation

Guide

COMDIAL®



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Certified To The ISO 9001 Standard.*

wideopen.call 1.0

wideopen.call Installation Guide
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1**Installing wideopen.call****1.1 Hardware and Software Requirements**

To operate *wideopen.call*, you must have:

- a client PC equipped with Windows 3.1 or later,
- a network server equipped with TSAPI or *wideopen.office*,
- Network Interface Cards installed in the server and client computers.

For details on these requirements, see IMI89–235, *wideopen.office Installation Guide*.

The setup program on the installation disks installs *wideopen.call* on a single computer, or on a network server and attached workstations. If you are installing on a network, first perform the network administrator installation. You can then install the software on each user workstation from the network. Remember that the installation procedures in this manual are for a computer with Windows 3.1 installed.

The setup program creates the following on each user workstation:

- a program group called *wideopen.call* that contains the *wideopen.call* application, README file, and online help file,
- a directory called *wideopen.call*. This must be on the *same* drive as Windows (usually C:\ or D:\),
- special system files in the Windows directory.

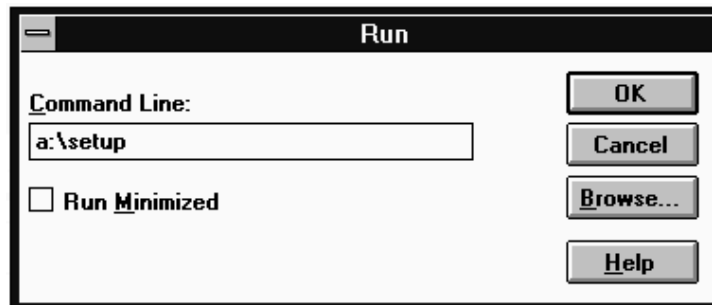
To remove *wideopen.call*, delete the directory and program group created by the setup program.

1.2 Installing for Single Users And Network Administrators

Follow this procedure to install *wideopen.call* for single users and network administrators.

To install wideopen.call from the installation disks,

1. Insert the *wideopen.call* Installation Disk 1 in the **A:** drive. (If you insert the disk in a different drive, make sure to indicate the correct drive letter in step 4.)
2. From **Program Manager**, choose the *File Menu*.
3. Choose the *Run...* command. The following dialog box appears.



WOS029

The Run Dialog Box

4. In the **Command Line** box, type the setup command as follows:
 - **A:\SETUP**—for a complete installation on a local computer for use by a single user—OR—
 - **A:\NSETUP**—for a network administrator only.
5. Choose *OK*. A series of prompts guides you through the setup. You can go back to prompts you have already answered by choosing the *Back* button.
You can also exit the setup program by choosing the *Exit* button on any prompt. If you do exit, you will have a partially installed system. To complete the setup, start again from step 1.
6. Choose the **Continue** button and follow the prompts to install *wideopen.call*.
7. To change the name of the installation directory, type a new pathname when the computer prompts you. The setup program will create a directory and install *wideopen.call* in that directory.
8. When prompted, insert the remaining *wideopen.call* installation disks.
9. After the installation is complete, the system prompts you to view the README file. Read this file for recent information that is not contained in this document or online help.
10. If you are installing for a network administrator, assign read-only access to the installation directory *and* the files in that directory.

Example:

At the DOS prompt type:

```
Attrib C:\wideopen +R  
Attrib C:\wideopen\*. * +R
```

The first line defines the wideopen directory as read-only.
The second line defines all files in that directory as read-only.

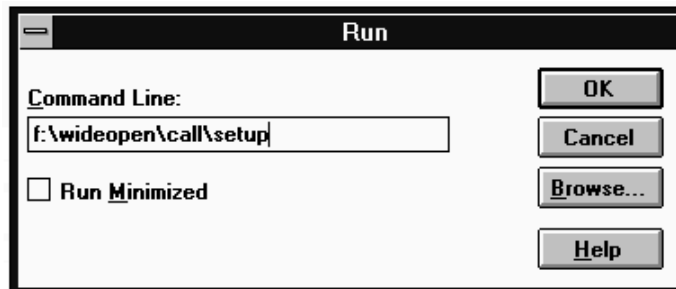
Follow the procedure described in section 1.3 to install *wideopen.call* on each user workstation.

To install *wideopen.call* on user workstations from the network,

1. From **Program Manager**, choose the *File Menu*.
2. Choose the *Run...* command. A dialog box appears.
3. In the Command Line box, type the path to the directory on the network where *wideopen.call* is installed, type \SETUP, and choose OK.

For example, if *wideopen.call* were installed on F:\wideopen\call, you would type:

F:\wideopen\call\SETUP.



WOS030

The Run Dialog Box

4. Choose *OK*. A series of prompts guides you through the setup.
You can exit the setup program at any time during the prompts by choosing the *Exit* button. If you do exit, the software will be partially installed. To complete the installation, start again from step 1. You can also go backward through prompts by using the *Back* button.
5. Choose the *Continue* button to follow the prompts and install *wideopen.call*.
6. When prompted for a directory name, specify a local directory on the workstation to store personal files.

1.3 Starting wideopen.call

After installing *wideopen.call* and reading the README file, click the *Run wideopen.call* button to sign in. This prompts the **Configure Telephony Services** dialog box.

To complete the Configure Telephony Services dialog box,

1. Select the service type (TAPI or TSAPI).
2. In the **Telephony Driver** field, select your telephony driver.
3. If you are using TSAPI, complete the User Information and click *OK* to close the dialog box. *wideopen.call* starts.
4. Even if you entered the wrong ID or password, the *wideopen.call* window appears. To re-enter your ID and start telephone service, choose *Start Telephony Service* from the **Telephone Menu**.
5. If you are using TAPI, you can configure your telephony driver by choosing the *Configure* button.

If Windows Telephony was not installed on your PC before installing *wideopen.call* (*wideopen.call* installs it for you if you do not have it) or you have not filled out line information for your location in Windows Telephony, you are prompted with a window to do so. Click **OK**.

To completely fill out line information for your location,

1. Click on the *Telephony Control Panel...* button.
2. Click on *Location Setup...*
3. Click on *Add...*
4. In the **Add Location** dialog box, enter the appropriate location name (e.g. the name of your company), local and long distance dialing prefixes (e.g. 9), area code, country code, and calling card information (if any).
5. Click *OK* and close the **Locations** dialog box.
6. Click on the *Driver Setup...* button
7. Click on the *Add...* button.
8. From the list, choose *TSAPI Control Panel Bridge* and click the *Add...* button.
9. Close the **Telephony Drivers** and the **Telephony** dialog boxes.
10. Click *OK* in the **Application Options** dialog box.

To start wideopen.call from Windows Program Manager,

1. Open the *wideopen.call* program group.
2. Double-click the *wideopen.call* icon.

2 *Exploring wideopen.call*

2.1 Introducing The Features

Chapter 2 highlights many useful features in *wideopen.call* and guides you to related topics in online help. To access online help you may do one of three things:

- access the Help menu,
- press F1 for help on a window,
- press Shift+F1 and click on a menu command or toolbar button.

wideopen.call consists of a main window and three secondary windows:

- The **Contact List** window contains information you enter about personal contacts. When a contact in the list calls you, information about the contact appears automatically if you have Caller ID.
- The **Telephone** window shows incoming and connected calls. Using menu or toolbar commands, you can control these calls easily.
- The **Call Log** window shows completed calls, including information you can copy to a Contact List. You can edit, save, and create new call logs.

While all three windows can be displayed at a time, only one is active—the one with the highlighted title bar. In the example on the facing page, the **Telephone** window is active. To make a window active, click on the window's title bar.



wideopen.call Main Window

2.2 Using wideopen.call's Features

wideopen.call has a wide array of calling features and capabilities, enabling you to control telephone operations right from your PC.

Contact List



To best learn *wideopen.call*, first enter names and telephone numbers for a few contacts in the **Contact List** window. Choose the *Add Contact* button near the bottom of the **Contact List** window to add a contact card.



To add more information for a contact, highlight the contact and choose the *Edit Contact* button. When the contact card appears, note the tabbed pages for entering specific information.

Dialing A Number



wideopen.call offers many ways to dial a telephone number. Start by choosing the *Dial* toolbar button on the **Telephone** window.

The *Dial* dialog box appears with a list of contacts from your **Contact List**. Press *F1* for help on using the dialog box. The *Dialing A Telephone Number* section of the online help contains information on each of the following topics:

- choosing the telephone button,
- dragging and dropping a contact name,
- dragging and dropping a name or number from another application,
- copying and pasting a name or number from another application,
- using keyboard shortcuts,
- typing the telephone number on your keyboard,
- dialing manually,
- dialing a contact at a different location.

Answering an Incoming Call



When a call comes in, choose the *Take Call* toolbar button. If you have a speakerphone, the call is answered automatically. For details on turning off automatic answering, see *Call Tab* in online help.

Placing a Call on Hold



Once a call is connected, choose the *Hold* toolbar button. To take the call off hold, choose the *Take Call* toolbar button. With *wideopen.call*, you can place a call on hold to control multiple telephone calls simultaneously.

Transferring a Call



Start by dialing the first number. Once the call is connected, you can transfer it to another number by choosing the *Transfer* toolbar button or by dragging and dropping the call into the *Contact List*.

Placing a Conference Call



Start by placing a call. Then start a conference call using the *Conference* toolbar button or by dragging and dropping a contact from the **Contact List** into the **Telephone Window**.

Call Notification

You can tell *wideopen.call* how you want to be notified when a call comes in. For details on these options, see **Call Tab** in online help. The call notification options include:

- When *wideopen.call* is minimized and a call comes in, the **Animate Icon**, **Restore Telephone**, or **Restore Application** action is taken,
- Select the *Pop Application Contact Card* check box to display the caller's contact card. (You must have Caller ID to use this feature.)
- Select the *Notification Enabled* check box to play a sound when a call comes in (you must have a sound device installed). You can set up different wave files for each contact.

Using an External Personal Database

You can use *wideopen.call* with many external personal databases (or PIMs—Personal Information Managers). If you have Caller ID, when a call comes in, *wideopen.call* searches your personal database. If a match is found, the personal database contact card appears. For details on integrating your external personal database with *wideopen.call*, see **Personal Databases**.

Reassigning Calls

If you receive a call from someone who is not listed in your **Contact List** or external personal database, the caller appears in *wideopen.call* as “Unknown Caller.” You can assign the caller to a **Contact List** quickly by:

- choosing *Reassign Call* from the **Telephone** menu while connected to a call,
- dragging the “unknown caller” entry from the **Call Log** to your **Contact List** window.

Using A Traveling Contact List

wideopen.call can dial your contacts from anywhere in the world. Based on settings in the **Location** tab, *wideopen.call* determines if calls are internal, local, or long distance. If you travel, simply update the **Location** tab so that *wideopen.call* will know where you are. The telephone numbers stored in your **Contact List** are automatically adjusted according to your new location. For details, see **Location Tab** in online help.

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