

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

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- 16 Meg of RAM
- Pentium 90 or higher processor
- VGA monitor (SVGA preferred)
- 5 Mbytes 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 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.

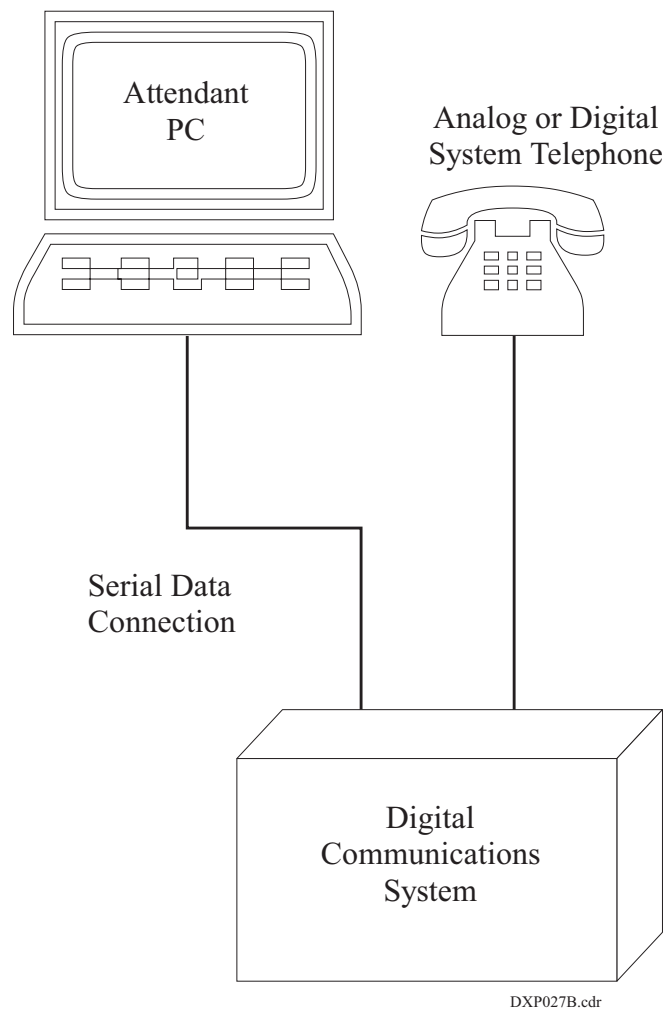
Locating Related Publications

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

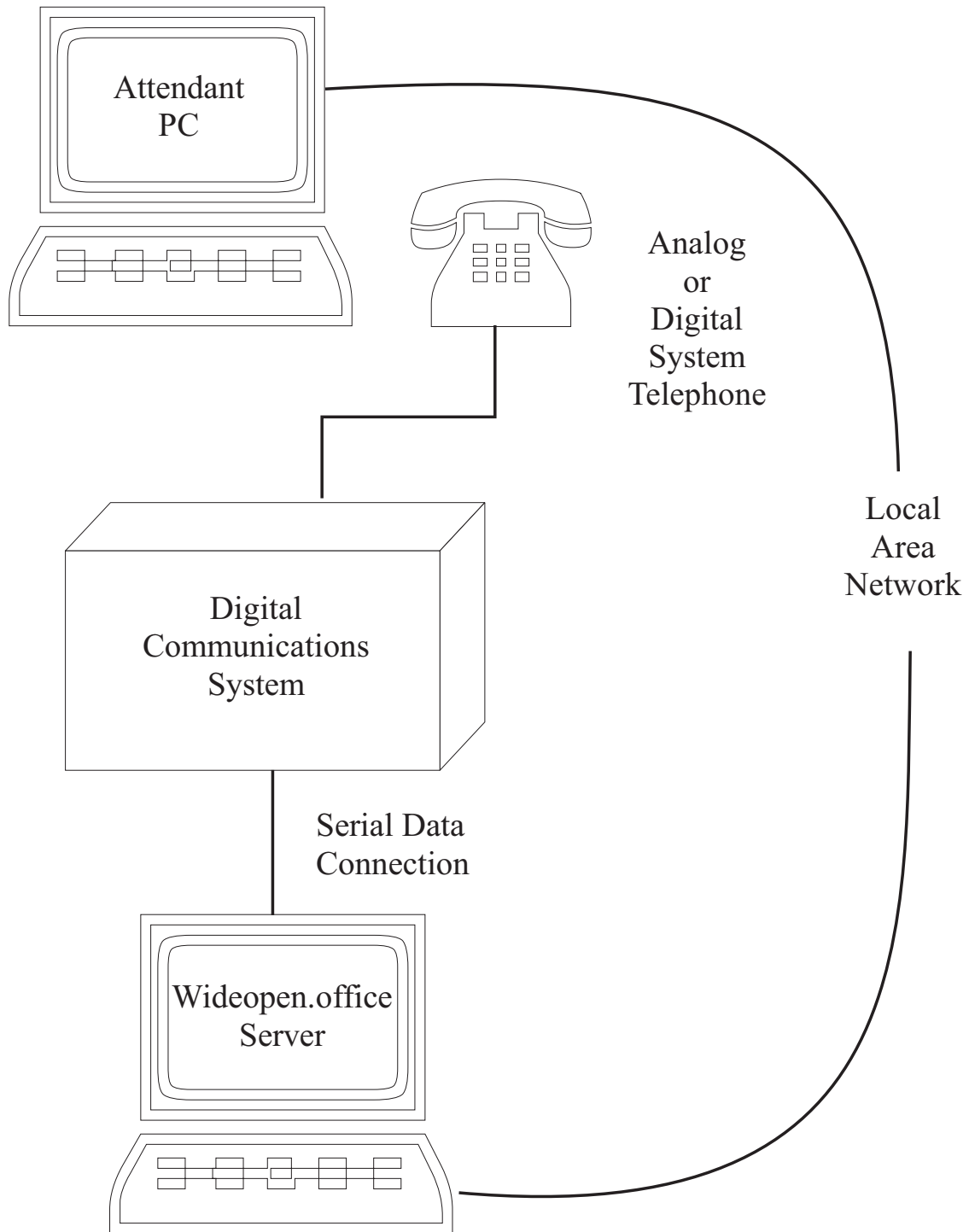
- IMI66-105 *Installing The DXP Plus Main Common Equipment Cabinet*
- IMI66-001 *Installing The DXP Main Common Equipment Cabinet*
- IMI89-235 *Wideopen.office Installation Guide*

Interconnecting 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 Total Control In A Stand-Alone Installation



DXP027A.cdr

Using Total Control 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.