

Visual Call Manager for BCM

Minimum Pre-Installation Requirements

VCM Server Hardware / Software Requirements:

- Pentium 4 1 GHz CPU
- 256 MB RAM
- 10 GB available on Hard Drive
- SVGA Monitor with 800x600 Resolution or higher (16-bit high colour minimum required)
- CD-ROM Drive – preferred method to install application
- Operating system –Win 2k Prof. SP3, ME, XP Pro SP2
- BCM LAN CTE Client installed
- Access (be able to Ping) the BCM Published IP address (BCM 3.x)
- NIC (Network Interface Card) (ONE ONLY)
- Printer – allows CALL Auditor reports to be printed – **OPTIONAL**
- Dedicated computer recommended
- Limited Access to the computer for security purposes

VCM Client Hardware / Software Requirements:

- Pentium III 233 MHz
- 256 MB of RAM
- 50 MB available on Hard Drive
- SVGA Monitor with 800x600 Resolution or higher
- CD-ROM Drive
- Operating System – Windows 98 SE, 2000 Prof. SP3, ME, XP SP2
- NIC (Network Interface Card) TCP/IP Protocol. Access to LAN required.

Nortel Networks BCM Requirements:

- Software release BCM 3.5 or greater, BCM50r1 or greater
* AD-HOC Conferencing used in BCM 4.0 and BCM50r2 is not compatible with VCM. Operation of VCM is not effected however.
- One LAN CTE Client License

Local Area Network Requirements:

- TCP/IP protocol

Telephone Subscription Services:

- Caller ID Number service from your local telephone company
(This service is required for inbound screen pops to occur.)

Database Integration (optional):

- Database Integration will be required.
Which database will be integrated with VCM? _____

Company: _____

Contact Person: _____

Telephone: _____

Date: _____