

# Visual Call Manager for the Business Communications Manager (BCM) Quick Start Guide

## VCM Server

- NOTES:**
1. **The VCM Server must be installed in order for CALL Auditor to operate.**
  2. **BCM LAN CTE Client must be installed on the VCM Server prior to starting VCM.**
  3. **Pages referenced are found in the Installation & Setup Guide located on the VCM CD.**
  4. **The BCM software must be a minimum of 3.5**

1. Print the *Installation & Setup Guide* from the VCM CD
2. Confirm the *Minimum Pre-Installation Requirements* are met. (page 7)
3. Confirm the BCM has a minimum of one LAN CTE license. (page 8)
4. Confirm LAN CTE Client has been installed on the VCM Server PC.
5. Install the VCM Server software from the VCM CD. (page 12)
6. Start the VCM Server. (page 18)
7. Call ConverTec Inc. (1-877-937-8228) to obtain key code or operate in Demo mode. (page 21)

**NOTE: The VCM server will operate in DEMO mode for 30 days from the day of installation. Demo mode provides 5 VCM client licenses plus the Optional Report Package.**

8. Configure VCM Server. (pages 18-26)
9. Enable CALL Auditor (if desired). (page 20)

## VCM Clients

10. Install VCM Client software from the VCM CD. (page 27)
11. Start the VCM Client. (page 33)
12. Configure the VCM Client. (pages 33-44)

**NOTES:**

1. **The warranty period commences the date your key code was issued.**
2. **Free telephone support is available during the 60 day warranty period or if the Assurance Plan was purchased. If outside the warranty or Assurance Plan period, telephone support is \$125.00/hour.**
3. **ConverTec provides an Assurance Plan which provides free telephone support along with free software upgrades for a 12 month period. The Assurance plan cost is 25% of the original invoiced amount (pre tax). To purchase the Assurance plan, talk to your ConverTec dealer or call ConverTec Sales at 1-877-937-8228.**
4. **The majority of calls to ConverTec's support line can be averted if the installer reads the Installation and Setup Guide. We strongly recommend reading this manual prior to installing any software.**