



Visual Call Manager for Norstar

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, XP Pro SP2
- NIC (Network Interface Card) (ONE ONLY)
- Serial Port (9 pin)
- 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 – preferred method to install (optionally use shared CD ROM via LAN)
- Operating System – Windows 98 SE, XP SP2
- NIC (Network Interface Card) TCP/IP Protocol. Access to LAN required.

Nortel Networks Phone System Requirements:

- MICS or CICS Norstar telephone system
 - MICS DR1.1 or XC1.1 software or higher
 - CICS DR1.0 or higher
- Norstar Analog Caller ID Line Card(s) (required for screen-pop)

NOTES: ISDN BRI/PRI Caller ID functionality is inherent in the Norstar digital trunk hardware

Nortel Networks Computer Telephony Adapter (CTA) – (Network requires one only):

- CTA 100

Local Area Network Requirements:

- TCP/IP protocol

Telephone Subscription Services:

- Caller ID Name and 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? _____

Premises:

- Norstar jack or telephone at the location of the VCM Server.

Company: _____

Contact Person: _____

Telephone: _____

Date: _____