

# Visual Call Manager (VCM) for Norstar Quick Start Guide

## VCM Server

### NOTES:

- i. The VCM Server must be installed in order for Call Auditor to operate.*
- ii. The Norstar CTA device and software must be installed prior to starting VCM Server.*
- iii. Pages referenced are found in the Installation & Setup Guide located on the VCM CD.*

1. Print the *Installation & Setup Guide* from the VCM CD
2. Confirm the *Minimum Pre-Installation Requirements* are met. (page 7)
3. Install the Norstar CTA 100 (page 8)
4. Install CTA driver software from the VCM CD. (page 9)
5. Install the VCM Server software from the VCM CD. (page 11)
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 23)

***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 18-27)
9. Enable Call Auditor (if desired). (page 21)

## VCM Clients

10. Install VCM Client software from the VCM CD. (page 29)
11. Start the VCM Client. (page 34)
12. Configure the VCM Client. (pages 34-45)

### 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. The assurance plan 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.***