

What To Do

To Install and Operate the Predictive Dialer

This is an overview of what to do when you receive this product.

Customer # PD067508

What We Supply

- 1) **Predictive Dialer Server & Agent software** on CDs
- 2) **Software Key** (dongle)
- 3) **PIKA brand voice board(s)**
- 4) **User Guide**
- 5) **Computer** with **Windows XP Pro** (if using your computer, see requirements in the User Guide)

What You Need

- 1) **Telephone lines** (see requirements in the User Guide)
- 2) **Headset(s)**: (see requirements in the User Guide)
- 3) **Site Preparation**: (see requirements in the User Guide)
 - * High Speed Internet connection needed for software updates
 - * Surge Protector & Battery Backup to protect your hardware, software, and data
 - * Dedicated Use: While dialing, your computer should only be used with the Predictive Dialer.
 - * Interference Prevention: To not interfere with performance of the dialer, we recommend that the following are turned off: screen savers, power management, automatic Windows updates, security firewalls, and anti-virus software.

Step-by-Step

Follow the **step-by-step instructions** in the **User Guide**. Below is a summary:

- 1) **Installation**: (Skip to Operation if installation has already been done; do **not** reinstall. If you received this system with the dialer (server) computer installed with the voice board and software, you will only need to install the Agent software in each of your agent's computers.)
 - a) Insert the **PIKA Voice Board** in your computer.
 - b) Install the **Server software** and **Software Key** in the dialer computer.
 - c) Install the **Agent software** in each agent's workstation computer.
 - d) **Register online at <http://www.tellacom.net>** (to be eligible for technical support and to validate your warranty).
- 2) **Operation**:
See the **Operation** section of the **User Guide** for step-by-step operations by the Supervisor and Agents.

How To Get Help

After registering at <http://www.tellacom.net>, users can create online **Job Tickets** to receive a telephone call from a Technician for help with installation, training, and technical issues. See the **How To Get Help** plastic business card included with your package. **Updates** to the **Software** and **User Guide** are available at any time by internet.

Your brand and model of voice board is highlighted below:

PIKA Voice Boards (require Windows XP Pro or Vista Business or Business Ultimate)

Model	# of Lines	Slot Type	Size	Phone Type
Inline MM 4L <small>1inline = 4 lines</small>	4	PCI	4" x 7"	Analog
Daytona MM 4LC <small>4port = 4 lines</small>	4	PCI	4" x 7"	Analog
Daytona MM 8LC <small>8port = 8 lines</small>	8	PCI	4.5" x 13"	Analog
Daytona MM 12LC <small>12port = 12 lines</small>	12	PCI	4.5" x 13"	Analog
Daytona MM 16LC <small>16port = 16 lines</small>	16	PCI	4.5" x 13"	Analog
Daytona MM 24LC <small>24port = 24 analog lines</small>	24	PCI	4.5" x 13"	Analog
PrimeNet MM P1020T <small>Pro23linePRI = 1 T1 line</small>	23	PCI	4.5" x 13"	T1 Digital
Daytona MM 24LC Daytona MM 24LC <small>48port = 48 analog lines</small>	48	PCI 2 slots needed	4.5" x 13" 4.5" x 13"	Analog
PrimeNet MM P2020T <small>Pro46linePRI = 2 T1 lines</small>	46	PCI	4.5" x 13"	T1 Digital
PrimeNet MM P4040T <small>Pro92linePRI = 4 T1 lines</small>	92	PCI	4.5" x 13"	T1 Digital
PrimeNet MM P4040T PrimeNet MM P2020T <small>Pro138Line PRI = 6 T1 lines</small>	138	PCI 2 slots needed	4.5" x 13" 4.5" x 13"	T1 Digital