

# RECOMMENDED SYSTEM PC SPECIFICATIONS

CALLISTA SYSTEM REQUIREMENTS							TECHNICAL INFORMATION	
Windows 95 / 98 / NT are <i>no longer</i> supported by Callista's systems	PC OPERATING SYSTEM						<p>Standard, off-the-shelf PCs with industry-standard components are strongly recommended for Callista's systems. Custom-built PCs often contain unstable components which can affect the way in which Callista logs and processes calls.</p> <p><b>The Callista Group Limited and its affiliates will not install its systems on any PC that does not meet the minimum requirements contained in this information sheet.</b></p> <p>The Callista Group Limited and its affiliates will not be responsible for any problems, loss of data and/or loss of income resulting from faulty, incorrect, incomplete, and/or inadequate PC and/or RAM specifications. The Callista Group Limited will not support any server-based installation of its systems.</p>	
	Win 2000 *	Win XP Pro	Win 2003	Win Vista	Server 2008	Win 7		
<b>PC</b>	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz		
<b>RAM (memory)</b>	512MB	1GB	1GB	2GB	2GB	2GB		
<b>Free HD</b>	1GB	1GB	1GB	1GB	1GB	1GB		
	* Control Phreak does <i>not</i> support Win 2000 because Win 2000 does <i>not</i> support .NET							
	HARDWARE REQUIREMENTS							
<b>CD-ROM</b>	Local or Network							
<b>Communications</b>	Free USB Port or Network IP Port							
<b>Platform Options</b>	Stand-alone PC or Network PC ( <i>not</i> server)							
<b>Screen Resolution</b>	800 x 600 (1024 x 768 recommended)							
<b>Power Management</b>	UPS (Hospitality systems only)							
<b>Backups</b>	USB Flash Drive (Hospitality systems only)							
<b>Internet Connection</b>	Broadband <i>mandatory</i> to Callista PC. TCP Port 443 required open for remote Connections.							
	PABX REQUIREMENTS							
<b>SMDR Output</b>	Activated on all trunks/exchange lines							
<b>SMBR Cable</b>	Installed from PABX to PC with terminating connectors							
<b>Line Reversal</b>	Enabled on PABX and on local exchange							
<b>Caller ID Support</b>	Enabled on PABX for Caller-ID functions							
<b>Answer Time/ Lost Calls</b>	Support for these features is dependant upon the ability of your PABX to support them							
<p style="text-align: center;"> <b>The Callista Group Limited</b>   Global Development and Support Centre, Head Office                      PO Box 34480   Auckland 0746   New Zealand                      Tel +64(0)9 4810377   Fax +64(0)9 4805775   support@callista.net   www.callista.net                 </p> <p style="text-align: center;"> <b>The Callista Group Limited</b>   UK and Europe Sales and Support Centre                      The Rectory Lodge   Enstone Road   Westcott Barton   Oxon OX7 7AA   United Kingdom                      Tel +44(0)1869 340 252   support.uk@callista.net   www.callista.net                 </p> <p style="text-align: center;">                     Callista, FrontDesk, Calyx, Calcue and Control Phreak are registered trademarks of The Callista Group Limited                      Copyright © 2010 The Callista Group Limited                 </p>							<p><b>PC</b></p>	
							<p><b>RAM</b></p>	<p>Callista's systems require the minimum memory (RAM) specified in this information sheet available to them at all times to accurately and consistently log and process calls. If you are using other applications including but not limited to Word, Excel, Access, Internet Explorer, Outlook, accounting systems and/or games on the same PC that is also logging your calls, please be aware that these applications require significant memory resources to perform their own functions, and this may seriously impact on the performance of your Callista systems.</p>
							<p><b>Conflicts</b></p>	<p>Callista's systems use Crystal Reports for their reporting function and the Borland Database Engine (BDE) for their database. Callista's systems are compatible with Crystal Reports 8.5 and all subsequent versions of Crystal Reports. Callista's systems are not compatible with versions of Crystal Reports prior to Version 8.5.</p> <p><b>If you use other applications which use the Borland Database Engine on the same PC as Callista, please be aware that the BDE parameter settings required for Callista may conflict with the BDE parameter settings for your other BDE-dependant applications.</b></p>