

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>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.</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	
PC	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz	P4 2GHz	
RAM (memory)	512MB	1GB	1GB	2GB	2GB	2GB	
Free HD	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						
CD-ROM	Local or Network						
Communications	Free USB Port or Network IP Port						
Platform Options	Stand-alone PC or Network PC (<i>not</i> server)						
Screen Resolution	800 x 600 (1024 x 768 recommended)						
Power Management	UPS (Hospitality systems only)						
Backups	USB Flash Drive (Hospitality systems only)						
Internet Connection	Broadband <i>mandatory</i> to Callista PC. TCP Port 443 required open for remote Connections.						
	PABX REQUIREMENTS						<p>RAM</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>
SMDR Output	Activated on all trunks/exchange lines						
SMBR Cable	Installed from PABX to PC with terminating connectors						
Line Reversal	Enabled on PABX and on local exchange						
Caller ID Support	Enabled on PABX for Caller-ID functions						
Answer Time/ Lost Calls	Support for these features is dependant upon the ability of your PABX to support them						
<p style="text-align: center;"> The Callista Group Limited Global Development and Support Centre 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;"> The Callista Group Limited UK and Europe Sales and Support Centre Westcott Barton Oxon United Kingdom Tel +44(0)1869 340 252 support.uk@callista.net www.callista.net </p> <p style="text-align: center;"> Callista and Control Phreak are registered trademarks of The Callista Group Limited Copyright © 2010 The Callista Group Limited </p>							<p>Conflicts</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>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.</p>