



Optimal hardware configuration

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1. Computer configuration :

If you plan to install **one** Komutel software, this is the optimal configurations :

- 512 mb of Ram if the computer is used only for the Komutel application. Otherwise, 1024 mb is needed.
- 2,0 Ghz processor or more.
- Windows 2000 or more recent, except Vista
- A DB9 (Serial) free port or a USB free port to connect the computer to the telephony system (Except for BCM or SIP systems)

If you plan to install **two** Komutel software or more, this is the optimal configurations :

- 1024 mb of Ram if the computer is used only for the Komutel application. Otherwise, 2048 mb is needed.
- 2,4 Ghz processor or more.
- Windows 2000 or more recent, except Vista
- A DB9 (Serial) free port or a USB free port to connect the computer to the telephony system (Except for BCM or SIP systems)

If you are using **Windows Vista**, this is the optimal configurations for one or more Komutel application :

- 2048 mb of Ram if the computer is used only for the Komutel application. Otherwise, 3072 mb is needed.
- 3,0 Ghz processor or more.
- A DB9 (Serial) free port or a USB free port to connect the computer to the telephony system (Except for BCM or SIP systems)

2. Databases :

The database server used by Komutel applications is Microsoft Sql Server. This server can be installed on a computer running the Komutel software or on a dedicated computer (Server). Another option is also available if you own a MSSQL server. We can then install our database on it.

3. Screensaver :

We highly recommend that you deactivate the sleep mode and the screensaver to avoid an unwanted shut down of the software.

4. Images format (SIT & DAK):

If you need to use your own pictures for the **SIT** and **DAK** buttons, the format should be :

- « .bmp » files of 48 X 48 Pixels

5. Lines configuration :

PCCIU

The Nortel PCCIU device needs a **specialized** configuration in the PBX. It must be configured by your telecom provider before the installation of our software.

M39XX

The line where the Snap-In for the M3900 series will be installed needs to have the transfer capability.

Norstar

The line where the CTA-100 from Nortel will be installed needs to have the transfer capability using the Flash function (F71)

Nortel BCM

A LANCTE license must be purchase from the telephony service provider for each computer running SIT BCM application.

Centrex

The Centrex lines must be of type TAM (Numeric). The lines must have the transfer capability either by 3WC, CXR or FXR. The CFU key should also be configured to be able to redirect calls in case of a problem. The phone installed on this line must be a M5000 series one or an Aastra M6320. All phones need the Inline power adapter.

For any questions or informations, please contact our helpdesk at 1-877-225-9988.