

## Telephone Line Requirements

The Single Agent Predictive Dialer can use 1, 2, or 3 telephone lines calling simultaneously. We recommend using standard analog business or residential lines. VoIP lines are often noisy or jittery; therefore they may cause poor results when trying to detect whether a live person or an answering machine has answered the call. VoIP lines are also sometimes slow, which may result in a lag time between when someone says "Hello" and when the agent is connected to that person. In addition, most VoIP companies have restrictions against the use of automated dialing.

## Powered Headsets Are Required

**You will need a powered headset; we recommend the following:**



For **corded** headsets: Plantronics S11 or S12

...or...

For **wireless** headsets: Plantronics CS50 or CS55

These headsets may be purchased from EVS or vendors such as [www.headsetexperts.com](http://www.headsetexperts.com) or Office Depot.



## Computer Requirements

**If you provide a computer, we recommended these specifications:**

**Computer:** Windows XP Pro, at least 2 GHZ processor, 1 GB of RAM, 20 gigabytes of AVAILABLE hard drive space, CD ROM Drive, Super VGA Monitor, Keyboard, Mouse, and Surge Protector and/or Battery Backup for the electrical and telephone lines. The computer's case and motherboard should have a PCI slot with enough room for the 7" long by 4" high PIKA voice board. Note: If you will be importing large lists of telephone numbers, you may need a faster processor, more megabytes of RAM, and more hard drive space.

**Uninterruptible Power Supply:** We strongly recommend that you use a Battery Backup-Surge Protector to protect your hardware and valuable data in case of power surges or power outages.

**If you purchase our computer, we will install the Piranha software and voice board before shipping to you:**

Specifications of our computer	PCI Tower \$795
Case Model	Mid-Tower, black
Case Dimensions (approx)	8" x 17" x 18"
Slots available	3 PCI
Processor Speed	2.0 GHz Dual Core
Memory	1 Gig Ram
Hard Drive	160 Gigs
CD-DVD Drive	CD-DVD burner
Floppy Drive	Yes, black
Ports	Parallel, USB, Serial
Network Adapter	Yes
Keyboard & Mouse	Yes, black
Speakers	Yes
Windows Oper. System	XP Professional
Monitor	Not included
Warranty	1 year
Shipping in USA:	Ground=\$30 or call for cost of faster shipping



Prices, appearance, and specifications are subject to change.