



Nortel Networks ipView Software Wallboard Set Up and Operation Guide

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Table of Contents

How to use this guide.....	3
Introduction	3
How this guide is organized	3
System Overview	4
Introduction	4
Overview	4
ipView Languages	4
PC requirements	5
Operating System Requirements	5
Operating System Compatibility	5
Installing ipView.....	6
Installation of the ipView Software Wallboard	6
Installing Nortel Networks ipView Software Wallboard.....	6
Using ipView	8
Starting the ipView SoftBoard.....	8
Short View.....	8
Shutting Down ipView.....	10
Long View	11
Message View.....	12
Parameter View	13
History View	13
Summary View.....	14
Tooltray Icon	15
Re-play Summary.....	16
Configuration	16
About ipView.....	16
Close ipView.....	17
Configuring ipView	18
Introduction	18
Accessing the Configuration Property Pages	18
View Tab.....	19
View Options.....	19
Always On Top Options	20
Last Position Options.....	20
Graphing Tab.....	21
Trend Graph Colours.....	21
Summary Options	22
Echoing Tab.....	24
Data Echoing Options.....	24
Index	26

How to use this guide

1

Introduction

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks *ipView* Software Wallboards.

Use this guide as an ongoing reference. This chapter tells you what to expect as you read this guide and how information in this guide is presented.

How this guide is organized

The *Nortel Networks ipView Software Wallboard Set Up and Operation Guide* is organized according to the following chapters:

How to use this guide — provides a brief overview identifying the organization of this guide.

System Overview — describes the overall functionality of Nortel Networks *ipView*, and describes the minimum PC and Operating System requirements of *ipView*. It also describes the Operating System compatibility of *ipView*.

Installing ipView — describes installation prerequisites and how to install the Nortel Networks *ipView* software.

Using ipView — describes starting to use Nortel Networks *ipView*, including starting and closing *ipView*. This chapter also explains the different views within *ipView*.

Configuring ipView — describes how to configure *ipView* with your preferred operational settings.

System Overview

2

Introduction

Nortel Networks *ipView* Software Wallboard is a Windows® software application that provides a software based IP enabled wallboard on the PC desktop of Call Center Agents.

Nortel Networks *ipView* Software Wallboard is often referred to as the *ipView* SoftBoard.

Overview

Call Center Statistics and Messages from the Nortel Networks Call Center Reporting application are displayed in Real Time on the *ipView* SoftBoard.

Audible Alerts can be associated with certain events, and histograms can be displayed to graphically show the changes in a particular Call Center parameter over a rolling period of 15 minutes.

Configuring Nortel Networks Call Center Reporting to operate with *ipView* is exactly the same as configuring Nortel Networks Call Center Reporting to operate with a hardware wallboard. (See the *Nortel Networks Call Center Reporting Set Up and Operation Guide*, Chapter 6: Wallboards).

The *ipView* SoftBoard is completely compatible with the *ipView* Hardware wallboard, and a mixture of *ipView* hardware wallboards and *ipView* SoftBoards can be configured within the Nortel Networks Call Center application.

Additionally, *ipView* SoftBoards can relay their input to any number of other IP enabled wallboards, either *ipView* hardware wallboards or *ipView* SoftBoards.



On-Line Context-sensitive Help is available within *ipView* by pressing the F1 key.

ipView Languages

Note that you can have the *ipView* SoftBoard operating in English, French, Spanish, Italian or German.

Furthermore, it does not have to operate in the same language as the Nortel Networks Call Center Reporting MIS. This allows you to install different language versions of the *ipView* SoftBoard amongst your Call Center Agents.

For example, you may have your Nortel Networks Call Center Reporting application operating in the French language, and have a mixture of English speaking and French speaking Agents.

You could install a mixture of *ipView* SoftBoards, in English and French, amongst your Call Center Agents, as appropriate.

Although (in our example) the Nortel Networks Call Center Reporting application will transmit the wallboard statistics in French, the *ipView* SoftBoards operating in English will locally translate the received parameter abbreviations and long descriptions into English before displaying them to the Agent.

PC requirements

Component	Specification
Platform	IBM™ Compatible PC
Microprocessor	Pentium 1 (or equivalent) minimum
Microprocessor speed	200MHz minimum
RAM	16Mb minimum
Free hard disk space	2Mb minimum
Network Interface	Network Interface Card
Network Protocol	TCP/IP protocol
Display Type	SVGA display
Display (Graphics) Card	SVGA graphics card

Operating System Requirements

ipView will operate on the Windows 95™ rev B (or later version) operating system.

Operating System Compatibility

ipView has been verified for correct operation on the following Operating Systems:

Operating System	Version
Windows 95	4.00.950 B
Windows 98	4.10.2222 A
Windows Millennium Edition	4.9.3000
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional	Version 2002

Installing ipView

3

Installation of the ipView Software Wallboard

You can install the *ipView* SoftBoard onto any PC Desktop that is connected via the network to the Nortel Networks Call Center Reporting Master Client PC, with the TCP/IP protocol.

Note that you can have the *ipView* SoftBoard operating in English, French, Spanish, Italian or German.

It does not have to operate in the same language as the Nortel Networks Call Center Reporting MIS.

This allows you to install different language versions of the *ipView* SoftBoard amongst your Call Center Agents.

To install the *ipView* SoftBoard onto an Agent desktop, go to the Agent PC and perform the following steps.

Installing Nortel Networks ipView Software Wallboard

1. Exit any Windows programs that are running.
2. Start your internet Browser (such as Internet Explorer or Netscape), and use it to connect to Port 6800 on the Business Communications Manager. Do this by entering into the browser Address Bar the IP Address of the Business Communications Manager and the Port number, in the following format: <http://10.10.10.1:6800>. (Remember to substitute the IP Address of *your* Business Communications Manager for the 10.10.10.1 shown in the example above.)
3. **Nortel Networks Unified Manager** page will appear in the browser.
4. Click on the **Install Clients** link.
5. The **Install Clients** page will appear in the browser.
6. Click on the web link to download *ipView*. (You may need to scroll down through the page to see the buttons which download *ipView*.)
7. Click on the **Install ipView** button.
8. A dialog will appear from which you can select to either **Run this program from its current location** or **Save this program to disk**. The default option is **Save this program to disk**. Click on **OK**.

9. Several progress bars appear as the installation routine prepares itself. Presently the **Nortel Networks ipView SoftBoard** language selection dialog appears. Select the language you wish to install, and then click **OK**.
10. The *ipView* Splash Screen and the Welcome screens appear.
11. The **Choose Destination Location** window appears.
12. Click **Next** to accept the default location. To change the folder location, click **Browse**, choose another folder location and then click **Next**.
13. Select the language in which your copy of Nortel Networks Call Center Reporting Master is running.



Note that this is *not* the language in which you wish *ipView* to operate. The language in which *ipView* will operate was selected in step 9. This step tells this copy of *ipView* what language the data being sent to it by the Nortel Networks Call Center Reporting Master PC will be in. This allows *ipView* to translate it (if required) into the language selected in step 9.

14. When the installation routine has finished, the **Setup Complete** window appears.

Using ipView

4

Starting the ipView SoftBoard

Double-click on the *ipView* icon on the PC desktop.



Short View

The *ipView* window will appear. The first time you start *ipView* it will open in its default view, which is the Short View (Diagram 1).



Diagram 1: *ipView* First Time Start Up



Note that each time you start *ipView* the parameter values will be blank until *ipView* has received some data from Nortel Networks Call Center Reporting or another *ipView* SoftBoard which is echoing to yours. (For a description of echoing, see page 24.)

If the IP address of your copy of *ipView* has been configured in the Wallboards Tab of the Nortel Networks Call Center Reporting Configuration, and the Nortel Networks Call Center Reporting application is operational, presently *ipView* will start to display information.

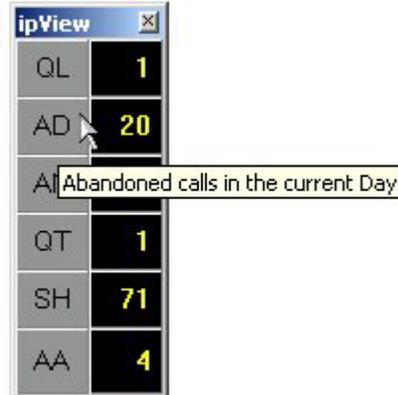
The information it receives will depend on what has been configured by the System Manager of the Nortel Networks Call Center Reporting application. A typical *ipView* display is shown in Diagram 2.



ipView	
QL	3
AD	20
AN	1
QT	2
SH	79
AA	5

Diagram 2: Typical *ipView* Display.

To better understand what the abbreviations represent, point to one of the abbreviations and you will see a ‘tip’. See Diagram 3.



ipView	
QL	1
AD	20
AD	Abandoned calls in the current Day
QT	1
SH	71
AA	4

Diagram 3: Short View With a ‘Tip’

If the System Manager of the Nortel Networks Call Center Reporting has set a threshold for any of the parameters which are being displayed on your copy of *ipView* and one of those parameters exceeds that threshold, the parameter value will be displayed in blinking red.

In Diagram 4, a call has waited in the Queue for a period of time in excess of the threshold set by the System Manager.

The Parameter is said to be ‘in the alarm state’.

If the System Manager has configured it, there may be an associated audible alert.

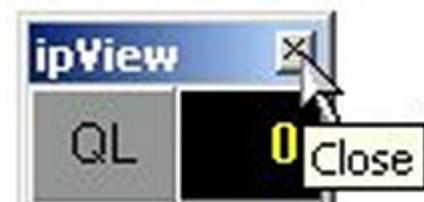


ipView	
QL	3
AD	21
AN	4
QT	14
SH	77
AA	2

Diagram 4: Short View with a Parameter value in Alarm.

Shutting Down ipView

To shut down *ipView*, left-click with the mouse on the button top-right in the *ipView* window, as shown in Diagram 5.

Diagram 5: *ipView* Close Button.

You will be presented with a small dialog box asking you to confirm that you wish to close down your copy of *ipView*, as shown below in Diagram 6.

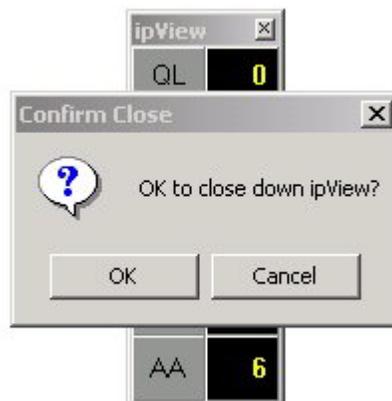


Diagram 6: Confirm Close dialog.

Click on **OK** to close *ipView*, or click on **Cancel** to leave *ipView* running.

Long View

You can set *ipView* to operate in another view, called Long View. In Long View the two-letter abbreviations for the parameters are replaced by longer descriptions. When you first start to use *ipView* you may find it convenient to use the Long View until you become familiar with the parameters that are being sent to you from the Nortel Networks Call Center Reporting.

To select Long View, right-click in the *ipView* window and a small menu will appear. See Diagram 7.

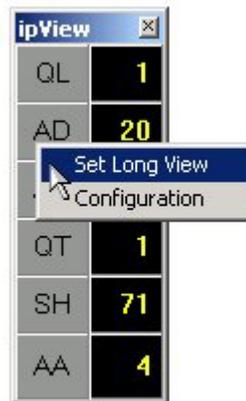


Diagram 7: The Right-Click Menu, Set Long View highlighted.

The first option is Set Long View. Selecting this will cause *ipView* to adjust its view to the Long View. See Diagram 8, below.

Parameter Description	Value
Number of calls in the queue	1
Abandoned calls in the current Day	20
Agents in the Not Ready State	2
Queue Time for the oldest call (secs.)	1
Grade of Service for the current Hour	71
Agents Available to receive calls	4

Diagram 8: Long View.

As you can see in Diagram 8, the abbreviations have been replaced by longer descriptions which inform you of the exact nature of the value which is being displayed.

Parameters which go into the alarm state are displayed in the Long View in the same manner as they are displayed in the Short View. See Diagram 9.

ipView	
Number of calls in the queue	2
Abandoned calls in the current Day	21
Agents in the Not Ready State	2
Queue Time for the oldest call (secs.)	5
Grade of Service for the current Hour	73
Agents Available to receive calls	4

Diagram 9: Long View with a Parameter in the Alarm State

Message View

If Nortel Networks Call Center Reporting sends a message to the *ipView* SoftBoard it is displayed in the Message View window. See Diagram 10. (Message View windows will appear whether *ipView* is currently in Short View or Long View.)

ipView		Message View
QL	1	<p style="color: red; font-size: 1.2em; text-align: center;">Message</p> <p style="color: green; text-align: center;">There are 5 calls in the Queue...</p>
AD	24	
AN	5	
QT	2	
SH	70	
AA	1	

Diagram 10: Short View with a Message View window.

Messages may be sent from the Nortel Networks Call Center Reporting if:

- A parameter goes into the alarm state and has a message associated with it
- A scheduled message has been set to go at a certain time and that time has been reached
- The System Manager or Skillset Supervisor decides to send a one-off message

All of these messages will be displayed in a Message View window.

The Message View window will be automatically removed when the message has been displayed for a short period.

Parameter View

By clicking with the left mouse button on one of the parameter values (that is, on the digits not the abbreviation or description) the Parameter View window will be activated.

This will display the chosen parameter value in a large font so that an important parameter can be more easily monitored by a busy Agent. They need only glance at *ipView* to see the important parameter's current value.

Diagram 11 shows the Parameter View window with *ipView* in Long View. (Of course, the Parameter View window can be activated in either Long View or Short View.)

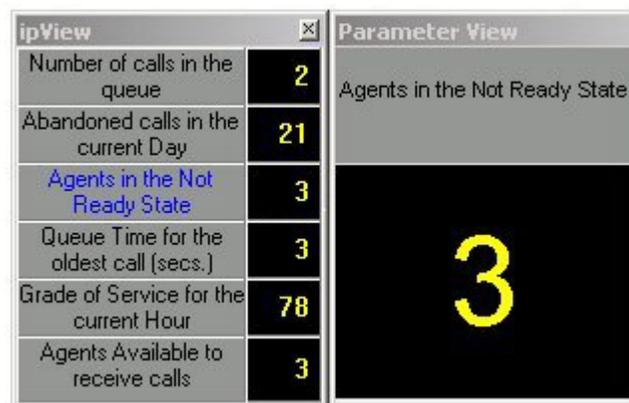


Diagram 11: Parameter View window in Long View.

To close the Parameter View window, click once more on the selected parameter value.

Note: You do not have to close the Parameter View to change the displayed parameter. With the Parameter View displayed, to display a different parameter within the Parameter View window click with the left mouse button on the new parameter value.

History View

By clicking with the left mouse button on one of the parameter abbreviations or descriptions the History View window will be activated.

This will display a histogram representing the chosen parameter showing a column representing the minimum and maximum values for each minute, for up to 15 minutes.

This allows the Agent to see the current trend for a selected parameter.

As each minute passes a new column will be added to the right hand end of the graph representing the minute which most recently expired. Previous columns will move to the left to make room for the new column.

Diagram 12 shows History View graph with *ipView* in Short View. (Of course, the History View window can be activated in either Long View or Short View.)

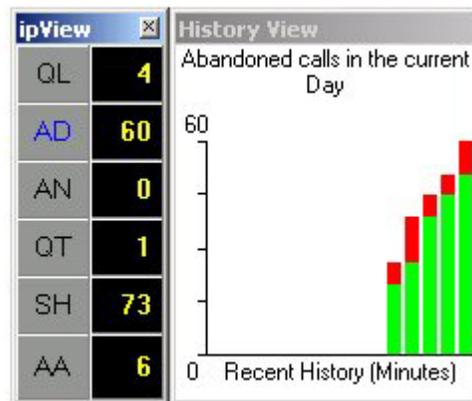


Diagram 12: History View with *ipView* in the Short View.

To close the History View window, click once more on the selected parameter abbreviation or description.

Note: You do not have to close the History View to change the displayed parameter trend. With the History View displayed, to display a different parameter trend within the History View window click with the left mouse button on the new parameter abbreviation or description.

Summary View

When the Nortel Networks Call Center Reporting application sends a summary to the wallboards, it sends the daily and hourly totals for the following parameters:

- Incoming Calls
- Outgoing Calls
- Abandoned Calls
- Grade of Service

When a summary is received by *ipView*, it stores the hourly values so that when subsequent summaries are displayed by *ipView* it can show a series of four graphs showing the trend of the daily values of each of these parameters in turn.

Diagram 13 shows a montage of the various graphs that are displayed. (Only one graph is displayed at a time. After a short duration the displayed graph is replaced by the next one.)

The Summary View window will display itself whenever a summary is received from the Nortel Networks Call Center Reporting application, whether *ipView* is in Long View or Short View.

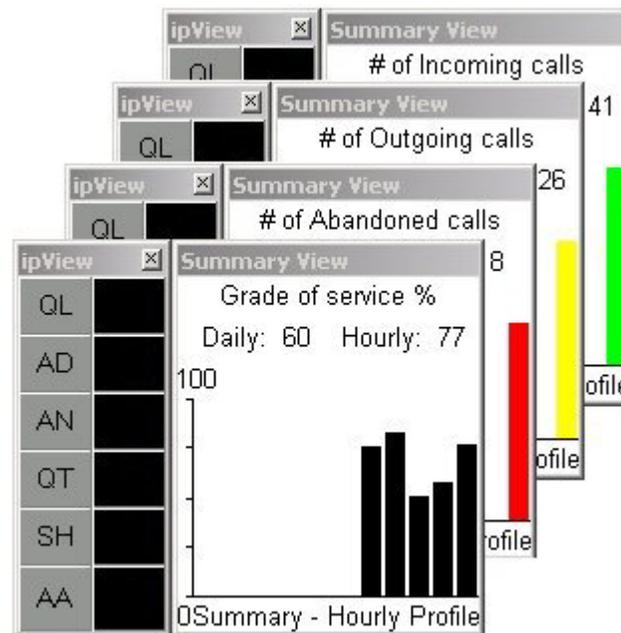


Diagram 13: Montage of Summary Graphs with *ipView* in Short View.

There is no need to manually close the Summary View.

Once the final graph has been displayed for a short period the Summary View will be closed automatically.

!	Note that the parameter values are removed for the duration of the summary. They will be re-displayed when the MIS next sends information to <i>ipView</i> .
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Tooltray Icon

When *ipView* is running, a small *ipView* icon is placed in the Tooltray at the bottom right hand corner of the PC desktop, as shown in Diagram 14.



Diagram 14: Typical Tooltray with the *ipView* icon next to the digital clock.

Right-clicking with the mouse on the *ipView* tooltray icon will cause the menu shown in Diagram 15 to appear.



Diagram 15: Tooltray Menu.

Re-play Summary

Selecting this option causes the Re-play Summary sub-menu to appear, as shown in Diagram 16.



Diagram 16: Re-play Summary sub-menu.

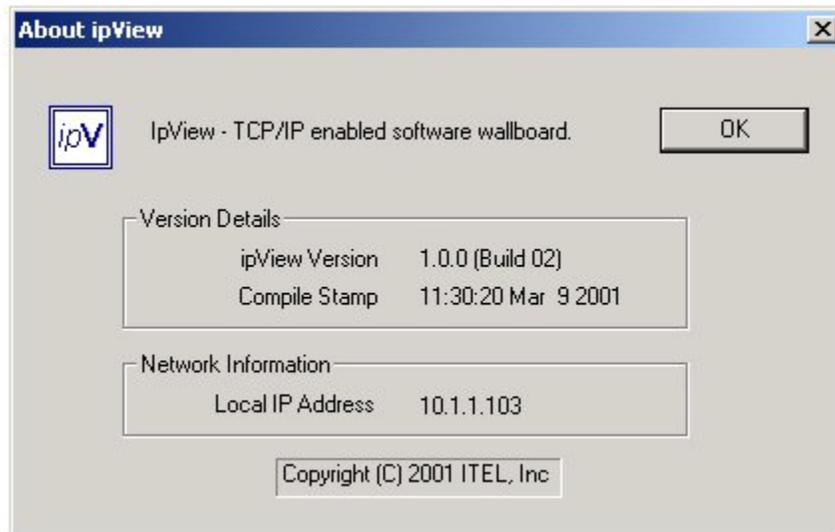
These options allow you to re-play the most recently received summary. You can choose to view **All** of the graphs again, or just select to re-play a single graph of interest, either: **Incoming**, **Outgoing**, **Abandoned** or **Grade of Service**.

Configuration

Selecting this option allows you to have access to the *ipView* Configuration Property Pages. Configuration is described in the section *Configuring ipView*, on Page 18.

About ipView

Selecting this option causes the dialog shown in Diagram 17 to appear. The details of your version of *ipView* may differ slightly than those shown here.

Diagram 17: *ipView* About Box

In order for the System Manager to configure your copy of *ipView* within Nortel Networks Call Center Reporting, they will need to know the IP Address of your PC. The *ipView* About box provides a simple and quick way of discovering your IP Address.

Close ipView

Selecting this option starts the shut-down process, in exactly the same fashion as if the button top-right on the *ipView* window had been clicked. (See Shutting Down *ipView*, page 10).

Configuring ipView

Introduction

Many of the properties of *ipView* can be changed or customized, and *ipView* will remember the settings you have changed and will use these the next it is started.

The settings and options are all located within the *ipView* Configuration property Pages.

Accessing the Configuration Property Pages

To access the Configuration Property Pages, right-click in the *ipView* window and a small menu will appear. See Diagram 18.

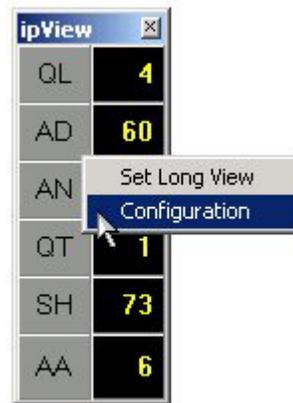


Diagram 18: The Right-Click Menu, Configuration highlighted.

The second option is *Configuration*. Selecting this will cause the *ipView* Configuration Property Pages to appear. (See Diagram 19.) There are three tabs within the *ipView* Configuration Property Pages. The options which can be selected and set are grouped together under these headings:

- View
- Graphing
- Echoing

The View Tab groups together options which relate to *ipViews* appearance and position on the PC desktop.

The Graphing Tab groups together options which relate to *ipViews* graphs and sounds.

The Echoing Tab groups together the options which control the echoing of the received data to other wallboards.

View Tab

The View Tab is shown below, in Diagram 19.

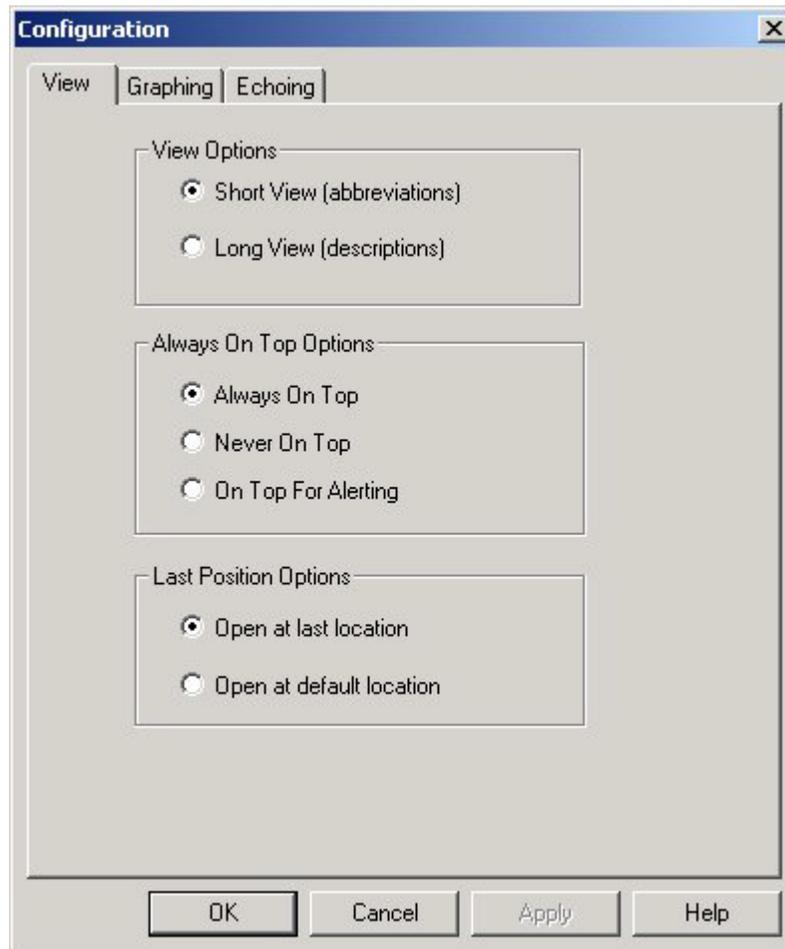


Diagram 19: Configuration – View Tab.

View Options

ipView can be viewed either in Short View or Long View.

In Short View abbreviations are used to display the parameter identity and in Long View more complete text descriptions are used to display the parameter identity.

Most users start by using Long View for a few days until they get to know which parameters are being sent to them. Then they change to Short View, as this takes up less screen area.

You can choose which view you prefer *ipView* to start up in each time *ipView* is launched.

To have *ipView* start up in the Short View, click the `Short View` option radio button.

To have *ipView* start up in the Long View, click the `Long View` option radio button.

Always On Top Options

When you have several programs running on your desktop their windows will overlap so that only a portion of some windows will be visible, because other windows are ‘in front’ or ‘on top’ of them.

Some smaller programs may be completely obscured by other larger windows.

The way in which *ipView* positions itself with respect to the windows of other programs can be specified. The options are:

Always On Top

The *ipView* window is always visible, it stays ‘in front’ of all other application windows, even when the other applications are the currently active window.

This allows you to be using a full-screen application and still see the *ipView* window.

Never On Top

The *ipView* window is only visible when there are no other applications or windows opened ‘on top’ or ‘in front’ of it.

On Top For Alerting

This option behaves like the Never On Top option, except that if *ipView* receives either a text message or a summary, or a parameter goes into the Alarm state, the *ipView* window will move to the front so that you can see it.

Using any of the windows of the other applications causes them to move in front of the *ipView* window once again.

Last Position Options

ipView can be configured to start up at either its default location (top-right on the desktop) or the screen position at which *ipView* was previously closed down.

To have *ipView* start up at its last screen location, click the `Open at last location` option radio button.

To have *ipView* start up in the default location, click the `Open at default location` option radio button.

Graphing Tab

The Graphing Tab is shown below, in Diagram 20.

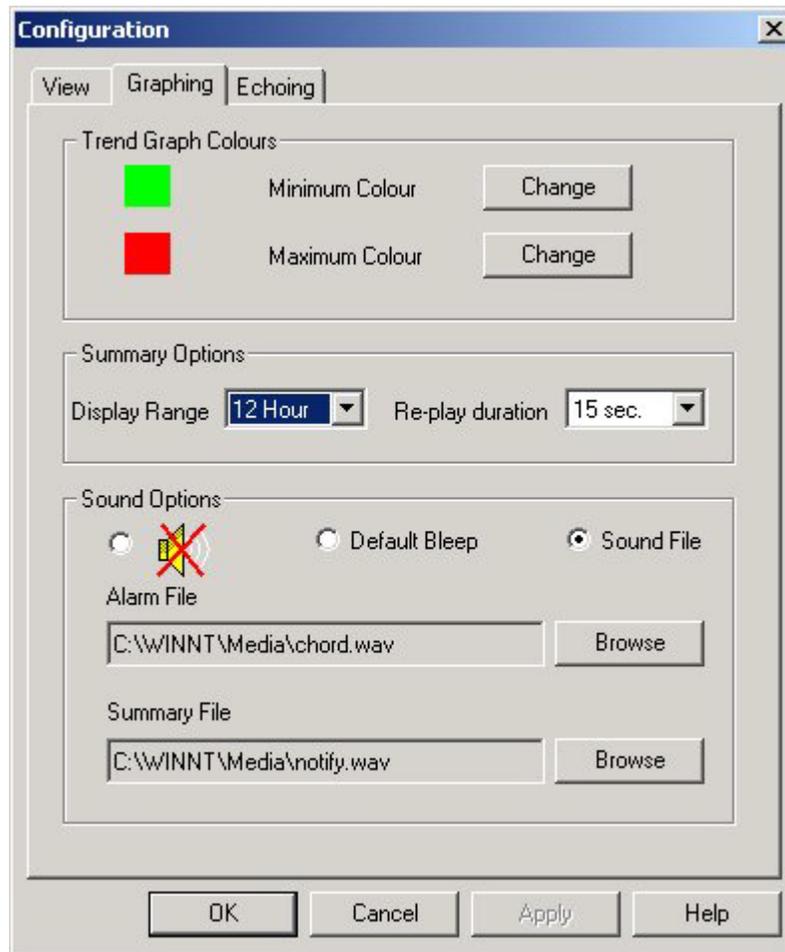


Diagram 20: Configuration – Graphing Tab.

Trend Graph Colours

The colours used in the History View trend graph for the Maximum and Minimum portions of the histograms can be defined.

The colours currently being used are displayed.

To specify the colour used for the Minimum portion of the trend graph columns, click on the Change button beside the Minimum Colour option.

To specify the colour used for the Maximum portion of the trend graph columns, click on the Change button beside the Maximum Colour option.

Summary Options

Display Range

Summaries can be configured to show the previous 12 hours or the previous 24 hours. Select either 12 Hour or 24 Hour from the Display Range drop-list.

Re-play Duration

The most recent summary can be replayed by right-clicking on the *ipView* icon in the tooltray, and selecting the Re-play Summary option.

When you select to Replay All, the Incoming Summary, Outgoing, Abandoned and Grade of Service summaries are displayed in turn.

You can specify the period each of these summaries is displayed for, by selecting 10 sec, 15 sec, 20 sec, 25 sec or 30 sec from the Re-play Duration drop-list.

Sound Options

When a parameter enters an alarm state, or a Summary is received (or replayed) *ipView* will provide an audible alert.



Note that this is dependant on the System Manager specifying in the Configuration of the Nortel Networks Call Center Reporting application that your SoftBoard should receive audible alerts.

The audible alert can be configured to be a simple default bleep or a sound file (.WAV) can be specified. Different (or the same) sound files can be played for Alarm alerts and Summary alerts.

The audible alert can also be turned off. To turn off the audible alert, click the radio button beside the 'crossed speaker' icon.



To specify whether to play the default bleep or a sound file click on either the Default Bleep option radio button or the Sound File option radio button.



Note that the way your PC reacts to the default bleep depends on the way your Sounds have been mapped within your PC. For example, Microsoft Themes may re-map your sounds in such a way that the default bleep is inaudible. If you cannot hear the default bleep option, use the Sounds option within Control Panel to map the default system sound to something which is audible on your PC.

The sound of the default bleep also depends on whether your PC is fitted with an internal speaker or a ceramic buzzer. On some PCs the default bleep is a barely audible 'click' sound. In these circumstances it is preferable to play a sound file.

If you select the `Sound File` option, the `Alarm File` and `Summary File Browse` buttons become active. They become inactive if the `Default Bleep` option is selected.

When the `Sound File` option is selected the `Browse` buttons can be used to browse your hard disk to select a sound file (.WAV) that you wish to use as the `Alarm` or `Summary` audible alert.

Echoing Tab

The Echoing Tab is shown below, in Diagram 21.

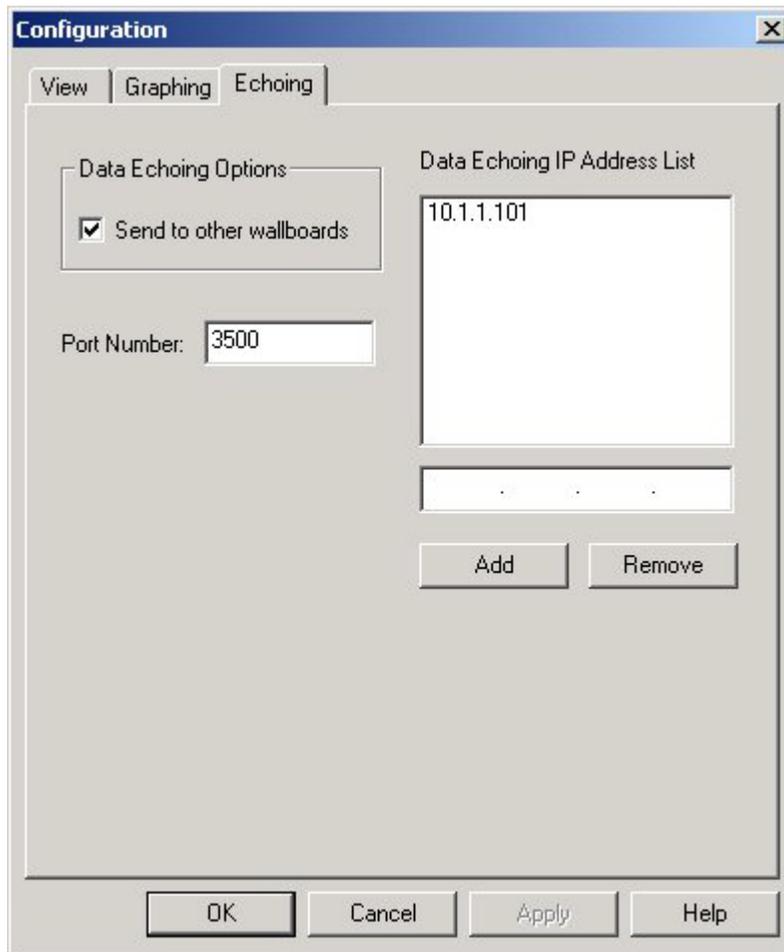


Diagram 21: Configuration – Echoing Tab

Data Echoing Options

The *ipView* running on one computer can be configured to send any information it receives to other copies of *ipView* running on other computers, or to *ipView* physical (hardware) wallboards.

This is called ‘echoing’.

There is no limit to the number of copies of *ipView* (or *ipView* physical wallboards) that can be echoed to.

To configure *ipView* to echo to other wallboards, click the `Send to other wallboards` option checkbox, to place a tick in the checkbox. (When this option is checked, the `Data Echoing IP Address List` and its `Add` and `Remove` buttons become active.)

Port Number

You will not normally need to change this value.

This is the Port number on which the *ipView* software will listen for incoming data, and which it uses to echo to other wallboards. It may require changing if you wish to address wallboards that are on the other side of a firewall, and your network administrators have decided on a particular range of Port numbers which software must use in order to communicate through the firewall.

If your network administrator advises you to change your Port number to a new value, overwrite the old value and click the `Apply` button.

Note that you must close down and restart *ipView* before the new setting will take place.

Data Echoing IP Address List

This is used to hold the list of IP addresses that you want *ipView* to echo to.

To add a new entry to the list, type it into the dotted edit field above the `Add` and `Remove` buttons, and then click the `Add` button.

To remove an entry from the list, highlight it in the list and then click the `Remove` button.

	Note that if you want to turn echoing off, you do not need to remove all of the entries from the list. All you have to do is to un-check the <code>Send to other wallboards</code> checkbox.
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Note that *ipView* expects the IP Addresses in the `Data Echoing IP Address List` to remain constant. If they are altered then the `Data Echoing IP Address List` should be amended to match. This will not happen without manual intervention on a physical Wallboard. However, if the Wallboard being echoed to is an *ipView* Software wallboard running on a PC that uses DHCP to obtain its IP Address, then the IP Address of the PC could be subject to change. DHCP enabled PCs usually receive the same IP Address each time they re-boot. However, if the PC has been turned off for a period in excess of the IP Address lease time for your network and the IP Address has been allocated to another PC, then it will receive a new IP Address.

	If the IP Address of a physical Wallboard or an <i>ipView</i> Software Wallboard changes, the <code>Data Echoing IP Address List</code> must be updated to reflect the new IP Address of the Wallboard device.
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Index

- .WAV sound files, 22, 23
- A**
- About ipView, 16, 17
 - Alarm Sound File, 23
 - Alarm State, 9, 10, 11, 12, 20, 22
 - Always On Top, 20
 - Audible Alert, 4, 9, 22, 23
 - Audible Alerts - turning off, 22
- C**
- Configuration Property Pages, 16, 18
 - Configuring ipView, 3, 16, 18, 19, 20
 - Configuring Nortel Networks Call Center Reporting, 4, 8, 22
 - Confirm Close Dialog, 10
- D**
- Data Echoing, 19, 24, 25
 - Default Bleep, 22, 23
 - DHCP, 25
 - Display Range, 22
- E**
- Echoing Tab, 18, 19, 24
- G**
- Graphing Tab, 18, 21
 - Graphs, 14, 15, 16, 18
- H**
- History View, 13, 14, 21
 - How this guide is organized, 3
 - How to use this guide, 3
- I**
- Installing ipView, 3, 4, 5, 6
 - IP Address, 8, 17, 25
 - ipView Icon, 8
- L**
- Languages, 4, 5, 6, 7
 - Long View, 11, 12, 13, 14, 15, 19, 20
- M**
- Maximum Colour, 21
 - Message View, 12, 13
 - Minimum Colour, 21
- N**
- Never On Top, 20
 - Nortel Networks Call Center Reporting, 4, 5, 6, 7, 8, 9, 11, 12, 14, 15, 17, 22
 - Nortel Networks Call Center Reporting Set Up and Operation Guide*, 4
- O**
- On Top For Alerting, 20
 - On-Line Help, 4
 - Open at default location, 20
 - Open at last location, 20
 - Operating System Compatibility, 5
 - Operating System Requirements, 5
- P**
- Parameter Abbreviations, 5, 9, 11, 13, 19
 - Parameter Descriptions, 5, 11, 13, 19
 - Parameter View, 13
 - PC Requirements, 5
- R**
- Re-play Duration, 22
 - Re-play Summary, 16, 22
 - Right-Click Menu, 11, 18
- S**
- Short View, 8, 9, 11, 12, 13, 14, 15, 19, 20
 - Shutting Down ipView, 10, 17
 - Starting ipView, 8
 - Summary Sound File, 23
 - Summary View, 14, 15

System Overview, 3, 4

T

TCP/IP protocol, 5, 6

Tip, 9

Tooltray, 15, 22

Tooltray Icon, 15

Tooltray Menu, 15, 16

V

View Tab, 18, 19