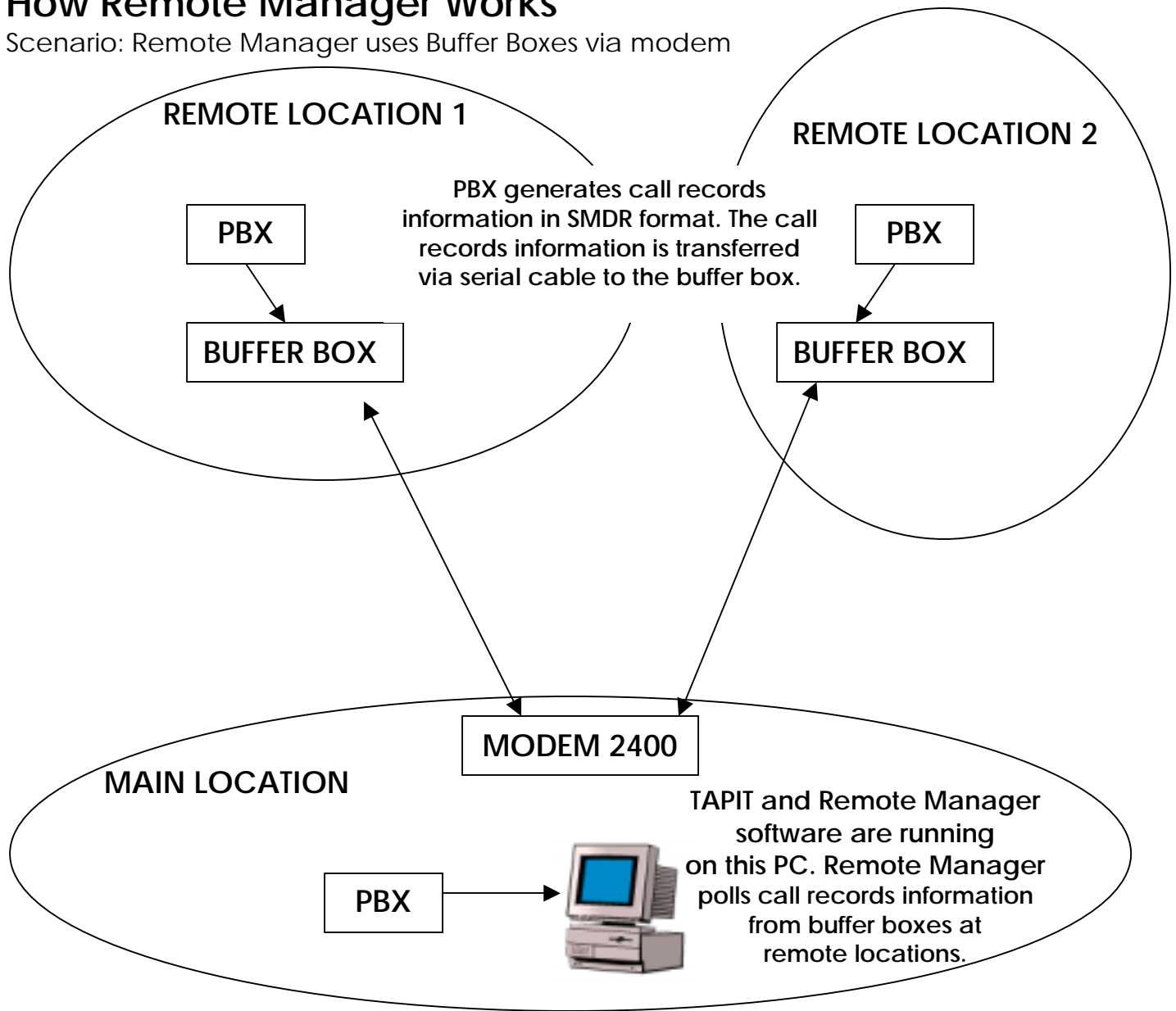


How Remote Manager Works

Scenario: Remote Manager uses Buffer Boxes via modem



How Call Records are Collected:

Remote Location 1 and 2 have buffer boxes connected to the PBX. At each location the corresponding PBX generates call records information in SMDR format. The call records information is transferred via serial cable to the corresponding buffer boxes. The buffer boxes contain call records ready to be polled

Main Location 1 has the computer with Tapit and Remote Manager installed. The computer is connected to the PBX. PBX generates call records information in SMDR format. Tapit processes call records and stores them in **Main Location** database.

How Call Records are Polled from Remote Locations:

Tapit Remote Manager (on **Main Location**) polls call records information from the buffer boxes at **Remote Location 1 and 2** via modem. Call records are then processed and stored in appropriate locations databases on the **Main Location** computer.