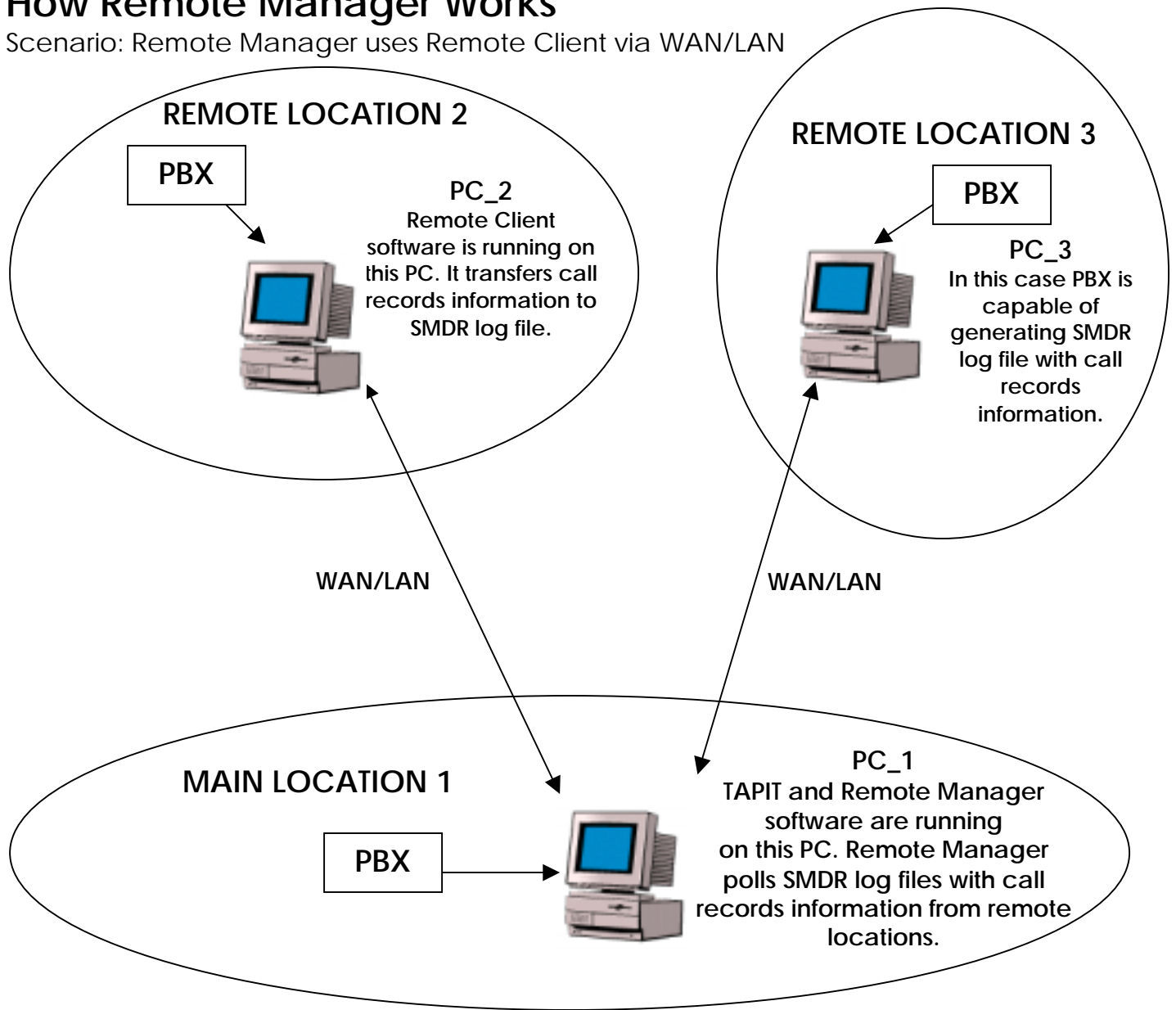


How Remote Manager Works

Scenario: Remote Manager uses Remote Client via WAN/LAN



How Call Records are Collected:

Remote Location 2 has a computer (PC_2) with Tapit Remote Client installed. PC_2 is connected to the PBX. PBX generates call records information in SMDR format. Tapit Remote Client then transfers call records into SMDR log file. The log file is saved on PC_2 and contains call records ready to be polled.

Remote Location 3 has a computer (PC_3) connected to PBX. The PBX at **Remote Location 3** has the ability to generate SMDR log file. The log file is saved on PC_3 and contains call records ready to be polled.

Main Location 1 has the computer (PC_1) with Tapit and Remote Manager installed. PC_1 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 (at **Main Location 1**) polls SMDR log files with call records information from both **Remote Location 2** and **Remote Location 3** via WAN/LAN. Call records are then processed and stored in appropriate locations databases on the **Main Location** computer – PC_1.