

17. What connections to the Vodavi switches are required?

A. Serial SMDR and PC ACD trace are always required.

18. Can I send both switch outputs to the same serial port on the switch?

A. Yes, you must ensure the baud rate is set to the same value in both cases.

19. Can reports be emailed automatically?

A. Yes

20. What formats are supported?

A. PDF's, .doc, .rtf and .xls

21. What other data can be imported into Discovery CA?

A. With Discovery CA you are able to import callers, line, extension and DID information.

22. Do I need to manually configure Discovery CA?

A. No, in addition to the import capability above, the software will self configure using the data from the SMDR and PC ACD Trace.

23. Can I use Discovery CA to manage the switch hardware?

A. Yes, you can run an "unused device" report which will list devices that have not been used or are infrequently used.

24. What types of alarms are available?

A. In addition to the expected "link down" alarms, Discovery CA has a multitude of performance based alarms to help users manage their business. These include Caller Alarms, Performance Alarms, Call Rate Alarms, Emergency Alarms, and Toll Fraud Alarms.

25. Can alarms be sent to email?

A. Yes

26. What about call costing, what other options do I have?

A. You can set charges or costs based on the call type and time. Fixed costs such as handling costs, equipment costs, service costs for items such as DID's plus profit and taxes can also be added.

27. Given the real time client that is available can I see remote switches on the same screen as the local one?

A. Yes, but only in real time if a live TCP/IP connection is available. Otherwise the data will be delayed by the time it takes to transmit the data.

28. Does the client have real time alarms available?

A. Yes, once configured these alarms will appear in the Alarm List which can be accessed via a "tab" at the bottom of the real time client screen and a Pop Up will appear just above the System Tray when the alarm is first triggered. An alarm icon will remain in the System Tray until it is cleared.

29. Can these alarms trigger an audible alert?

A. Yes

30. How many levels of alarms are there?

A. There are four — from an "information level" to a "critical level". Each level is progressively more important than the previous one.

