

TS-1014: Does Comm One Support Call Collection From Multiple Sites?

Comm One LLC - Technical Support Documentation

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The information in this article applies to:

JR and PRO

MULTI-SITE CAPABILITIES

Yes, Comm One Supports multiple sites Call Accounting Jr. and Call Accounting Pro. Call Accounting Lite is a single site system. Comm One Call Accounting can download call records from multiple phone systems and consolidate them so that reports can be run from a single system. Comm One Software is licensed based upon the number of extensions and sites you have.

POLLING SMDR DATA FROM REMOTE SITES

There are a number of different methods for getting call records from your remote sites back to the main Call Accounting System so that the calls can be processed and reports can be run. Your options are:

- a. **NETWORKED SMDR:** Some telephone systems support Networked SMDR where all call records come out of the Main PBX even though there are remote sites connected. Please contact your phone vendor or Comm One Representative to see if your system supports this.
- b. **USING PCs AS BUFFERS:** You can use a computer to buffer call records at your remote phone systems. Each site would have a networked PC connected to each phone system. Each PC would run Comm One's Call Capture Software CA_TERM.EXE. By mapping each of the remote PC's drives across the network, calls can be automatically downloaded to the main site for processing.
- c. **USING MEMORY BUFFER BOXES:** Comm One also sells Scannex and Asentria Memory Buffers which support telephone or IP download of call records from the remote phone systems.
- d. **USING SERIAL TO IP CONVERTER BOXES:** Comm One also sells small Serial to IP conversion boxes that connect to the SMDR port on the remote phone systems. The other end of these boxes connect to your internal network. You are then able to see each remote site as a standard serial port on any PC on the Network that is configured to see the phone system SMDR ports. These boxes are under \$200 and you can connect up to 255 of them on one network.

See Also:

[TS-1011 How to manually download call records from a Memory Buffer](#)

[TS-1033 What memory configurations do the buffers come in and how many calls do each support?](#)

[TS-1034 What are the basic memory buffer commands?](#)

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