

TS-1045: Power Options: Machine Going To Sleep and Calls Are Not Being Captured Or Processed

Comm One LLC - Technical Support Documentation

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2:38 AM

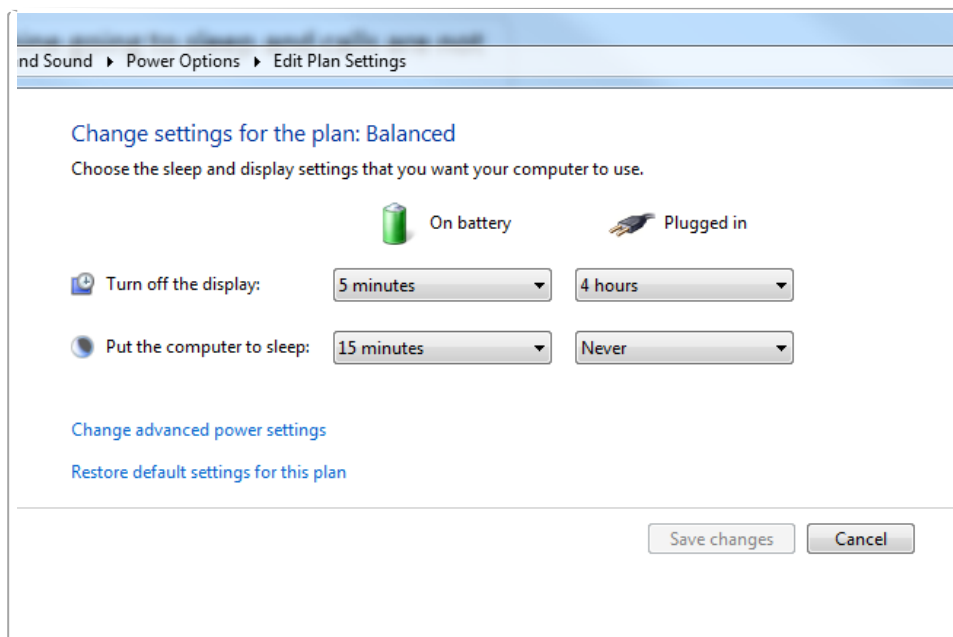
The information in this article applies to:

All Comm One Versions

DESCRIPTION

Windows includes a feature that will put the computer to sleep after a certain amount of time. This is great if your goal is saving energy, but not optimal if you are trying to capture call records. When the hard drive goes to sleep, the motherboard shuts down and closes the serial com port so no call records are captured or processing.

If you go into Control Panel and check your POWER SETTINGS, you will see power settings for the condition ALWAYS ON (See picture below). You can set the screen to power off after a certain amount of time, but make sure that the hard drive is set to ALWAYS ON. Failure to do so will result in losing call record data.



Power Settings in Windows 7

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