



HANSEN

CALL REPORTS

Telephone System SMDR Delivery Options

	Pros	Cons
RS 232 		No buffer COM Ports required Cabling required Does not run as a service
RS 232 -> Ipocket 	Runs as a service No COM Ports required Data can be sent anywhere across the network	Additional cost for Ipocket No buffer
RS 232 -> Scannex 	Runs as a service No COM Ports required Buffer system provides redundancy Data can be sent anywhere across the network	Additional cost of Scannex
IP 	Runs as a service No COM Ports required No cabling required Data can be sent anywhere across the network	No buffer

*phone vendor may be required to do some initial set up and programing
** some phone systems have a small buffer