

REMOTE MANAGER

Table of Contents

| | |
|--------------------------------------|-----|
| What You Need To Know..... | I |
| How RemoteManager Works | II |
| RemoteManager – Main Screen | III |
| Introduction | 1 |
| System Requirements..... | 2 |
| Installing Remote Manager | 3 |
| TAPIT 2000 Installation..... | 3 |
| Installing Remote Manager | 5 |
| Setting up TAPIT 2000..... | 7 |
| RemoteManager Configuration..... | 9 |
| Initializing locations | 11 |
| Initialization of buffer boxes | 13 |
| Remote Locations' Setup..... | 16 |
| Automatic Polling | 20 |
| Polling Records in Manual Mode..... | 21 |
| Call Scheduler..... | 24 |
| Backup | 27 |

What You Need To Know Before Installing RemoteManager On Your System

In order to run RemoteManager on your system you need to fulfil the following requirements:

Requirements for Main (Host) Location

- IBM or 100% compatible computer with Pentium processor or equivalent
- Minimum of 16MB of RAM
- Microsoft Windows 95 or higher.
- Minimum of 80 MB of free disk space
- Modem 2400 bps
- TAPIT 2000 installed on the system.
- Minimum 9 MB of free disk space per remote location (amount of locations vary)

Requirements for Each Remote Location

- Telephone equipment with SMDR port
- Buffer box
- Cable connecting a buffer box to PBX's SMDR port
- The following buffer box switches have to be set manually:

For Buffer Box Pollcat II Jr. with external modem, MPC 500, Pollcat III

Sw1 – down Sw2 – down Sw3 – down

Sw6 – down Sw7 – down Sw8 – down

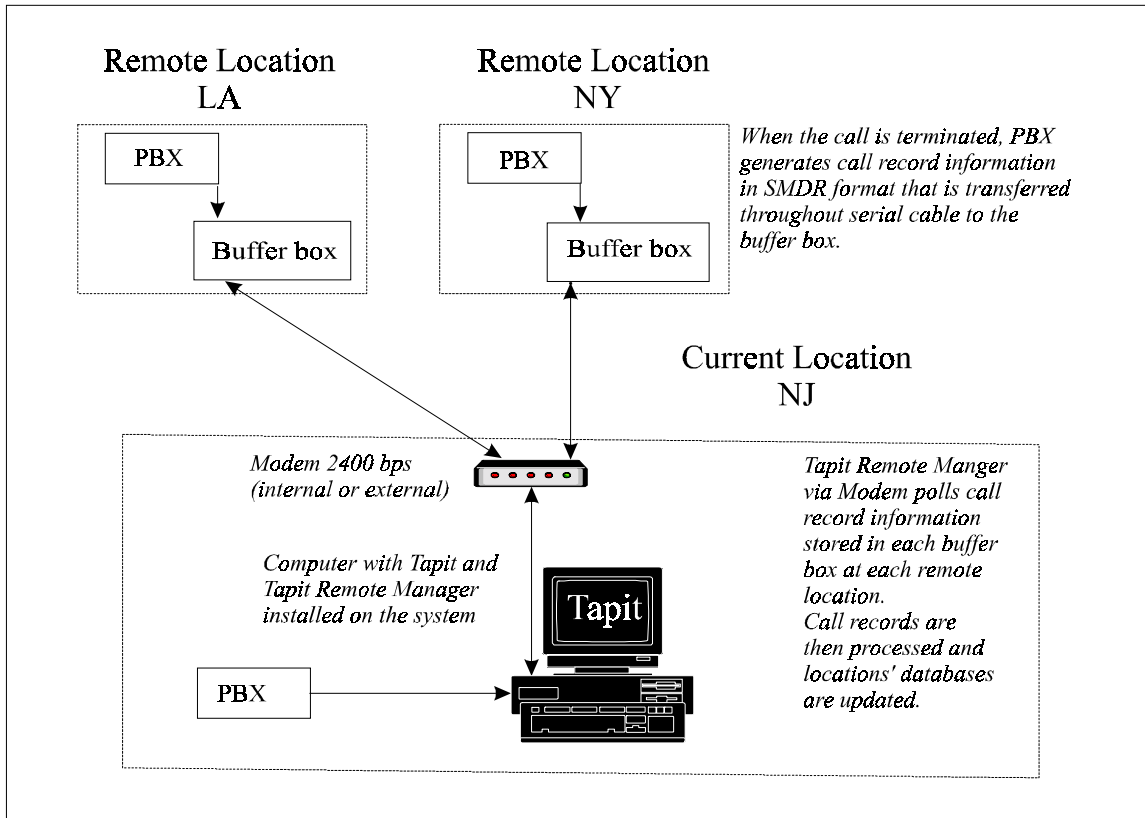
Settings for Sw4 and Sw5 depend on the PBX Port Baud Rate.

For buffer box Pollcat II Jr with internal modem settings for switches are as above except switch no. 2 is up.

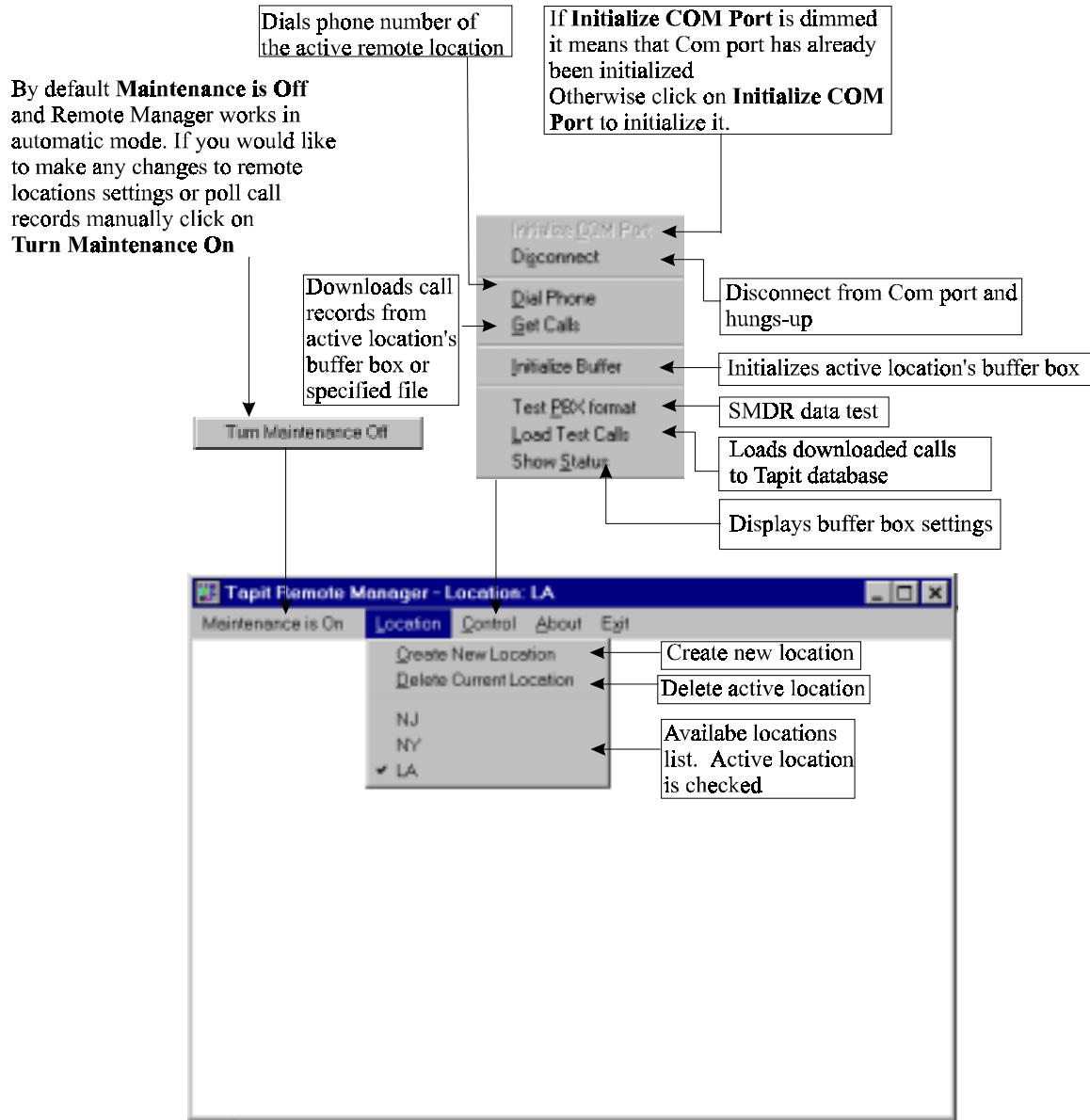
Please, refer to your buffer box's . users' guide "Hardware Installation" part.

Buffer box input port is a 25 pin, female RS-232 port for connection to PBX SMDR port.
In case your PBX cable connector is a female, you will need a gender changer.

How Remote Manager Works



Remote Manager – Main Screen



Introduction to RemoteManager



RemoteManager is a software package designed for use with the TAPIT 2000 Call Accounting unit. It allows for polling and report generation for remote locations.

By default Remote Manager is set to automatic mode, however manual operation is also available. When the program is running the software will instruct the PC's modem to go offhook, dial the Pollcat II Jr. buffer box connected to the PBX system at a remote location, poll call records and hang-up. Call records are then processed and full call information is registered in the locations database (the program creates separate database for each remote locations call data). RemoteManager's Call Scheduler supervises the polling process and, depending on the time settings, the same procedure is executed for all the remote locations.

Call records can be generated into reports automatically upon polling with TAPIT's Report Scheduler. Reporting can also be accomplished manually at a later time.

This way the task of several computer systems and call accounting units is accomplished by means of only one computer with a modem at a main location and a buffer box connected to the PBX at each remote location.

Minimum System Requirements for RemoteManager

- TAPIT 2000 installed on the system
- Minimum 9 MB of free disk space per remote location (amount of locations vary and depends on the purchase)
- Telephone equipment, which must have a CDR/SMDR port at each location
- Modem 2400 bps
- Buffer box

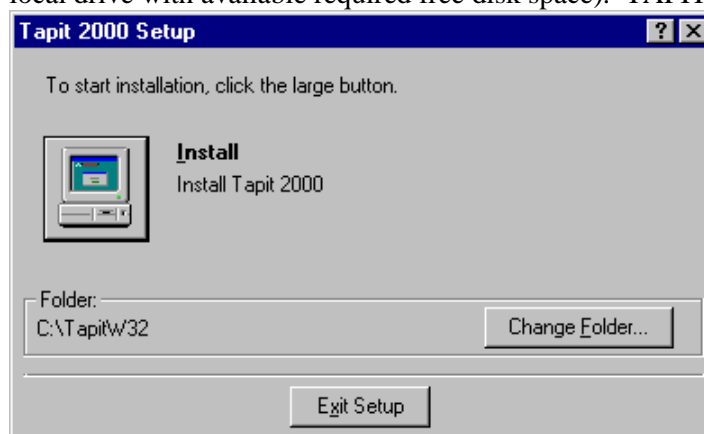
Installing RemoteManager

TAPIT 2000 Installation

1. Insert TAPIT 2000 CD into the CD ROM drive. Trisys Telecom StartUp Manager screen is displayed.



2. Click on **Install TAPIT 2000**. TAPIT 2000 Setup screen appears.
3. Click on **Continue** button. TAPIT 2000 is searching for the installed components.
4. Click on **OK** button on the next screen to install TAPIT 2000 in TAPITW32 folder on drive C: or click on **Change Folder** button to change a destination drive or folder (must be local drive with available required free disk space). TAPIT 2000 Setup screen appears.



5. Click on **Install** button to continue (or click on **Change Folder** button to change a destination drive or folder).
Program installs TAPIT files and updates your system.
6. Program displays a message asking if your TAPIT software has a serial number. If you have a serial number click on **YES**, otherwise click on **NO** and TAPIT will be installed as a trial version.
7. TAPIT displays **Enter Serial Number** screen. Enter your TAPIT software's serial number consisting of 5 alphanumeric characters followed by 4 digits, followed by 3 more digits.
Click on **OK**
8. TAPIT 2000 processes the serial number. Product information message is displayed. In case of TAPIT multi-user installation, user is prompted to verify if the computer is connected to the telephone system.
Click on **Yes ONLY** if this particular machine is or will be connected to the SMDR output from the PBX system.
In case the computer is not going to be connected to PBX (client installation) click on **NO**.
9. Setup program displays a registration message as a reminder to register TAPIT software.
It is very important to register your TAPIT 2000 promptly since it will stop functioning if you fail to do so within 30 days from the date of installation.
You can find registration instructions on TAPIT CD in **register.txt** file.
In case of TAPIT multi-user installation **ONLY** computer hosting SMDR monitor needs to be registered. None of the client machines are required to go through the registration process.
10. When installation is completed the Setup program displays a message "TAPIT 2000 Setup was completed successfully". Click on **OK**. It is recommended to restart the computer.

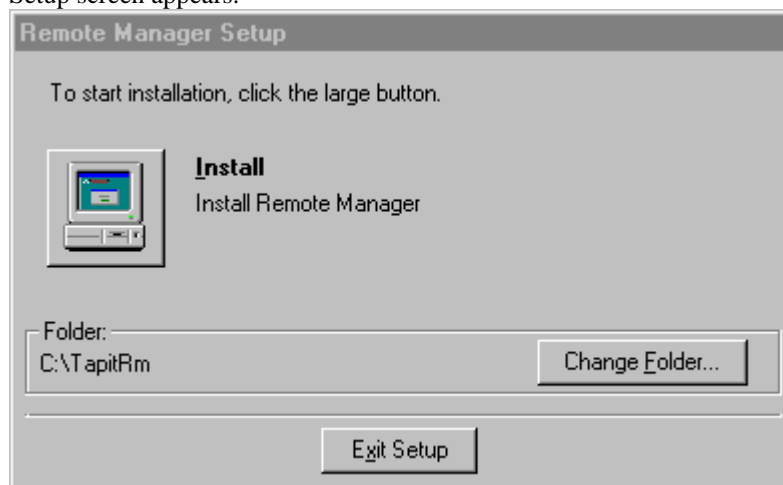
Installing RemoteManager

The next step is to install the RemoteManager

1. Insert TAPIT 2000 CD into the CD ROM drive. Trisys Telecom StartUp Manager screen is displayed.



2. Click on **Install Remote Manager**. Remote Manager Setup screen appears.
3. Click on **Continue** button. Setup program is searching for the installed components.
4. Click on **OK** button on the next screen to install Remote Manager files in TAPITRM folder on drive C: or click on **Change Folder** button to change a destination drive or folder. Remote Manager Setup screen appears.



5. Click on **Install** button to continue (or click on **Change Folder** button to change a destination drive or folder).
Program installs Remote Manager files and updates your system.
6. When installation is completed the Setup program displays a message “Remote Manager Setup was completed successfully”. Click on **OK**. It is recommended to restart the computer.

Setting up TAPIT 2000

Proceed to the configuration of TAPIT.

1. Open setup by clicking on **Start/Programs/TAPIT 2000/TAPIT Setup**. Product information screen is displayed. Click on **OK** Setup program asks you if you would like to store call records database in the default folder. We recommend that default folder is accepted (which is where program files were installed). However, different drive and/or folder may be specified if for example, there is not enough free disk space on the drive where program files were installed. If you have multi-user version of TAPIT, during the server install, you must specify a subfolder of the shared folder (see TAPIT network installation manual).
2. To accept default folder where program files are installed, click on **Yes**.
3. To change drive and/or folder click on **No**, locate the folder where you want to store the database and click on **Open**.

**The parameters that you are about to set apply to the Current (local) Location.
Parameters for all remote locations will be set at a later time**

4. **System Parameters** screen is displayed

The screenshot shows a Windows-style dialog box titled "System Parameters - Setup TAPIT 2000 ver. 3.2.015". Inside, there's a sub-section "Phone Communications Settings". It contains several configuration options:

- Port:** A dropdown menu currently showing "COM1".
- Speed:** A dropdown menu currently showing "1200".
- Parity:** A dropdown menu currently showing "Even".
- Data Bits:** Two radio buttons, "7" (selected) and "8".
- Stop Bits:** Two radio buttons, "1" (selected) and "2".
- Use Computer or Telephone System Date?:** Two radio buttons, "Computer" (selected) and "PBX".
- PBX Type:** A dropdown menu currently showing "Panasonic DBS".
- Your Telephone Number:** A text input field containing "(973) 360-2300".

 An "OK" button is located at the bottom center of the dialog box.

5. Click on the down arrow in the **Port** field to select a port the SMDR cable is connected.
6. Click on the down arrow in the **Speed** field (baud rate) to select a transmission speed the phone system is set.
7. Click on the down arrow in the **Parity** field to select the parity setting.
8. Click on **7** or **8** in the **Data Bits** fields to select a data bits setting.
9. Click on **1** or **2** in the **Stop Bits** fields to select a stop bits setting.
10. Click on the **PBX** or **Computer** in the "Use Computer or Telephone System Date" field to specify whether date information for the call records is going to be processed based on the computer or PBX date. You must specify Computer date if your phone system is not generating the date information.

11. Click on the down arrow in the **PBX Type** field to select from the list the telephone system type. The data will not be processed correctly or not at all if incorrect selection is made (please see your telephony provider for help).
12. Click on the **Telephone Number** field and enter your main telephone number (do not use 800 number).
13. Click on **OK**. Setup program asks you if you have V&H Data Diskette. This is an optional pricing table that can be purchased with TAPIT. Click on **Yes** if you have purchased this option (package would include V&H Diskette). If you do not have V&H data, click on **NO**.

If you purchased V&H pricing files for the main location install them now. On the other hand, if your V&H pricing files are meant for remote locations, you will have the opportunity to install them at a later time when setting up remote locations in part VII., step 18 through 26 of this manual

14. When setup is completed a message will notify you how many remote locations you will be able to install later.
Click on **OK**
15. The program will flash the message with instructions. Read it and click on **OK**

RemoteManager Configuration

1. Double click on **RemoteManager** icon.

Remote Manager will create the first location. This operation will take some time and the program will display the adequate message.

Click on **OK**

Mouse cursor will change into hourglass. Do not interrupt. Wait until the message

Operation completed is displayed.

Click on **OK**

(You may get the message **Port is not connected**

Click on **OK**)

2. **Settings for New Location 00** screen appears.

Click on **Cancel**

Message **Com port initialized successfully** appears on the screen.

Click on **OK**

**It is recommended to create all locations before setting up their parameters.
This manual follows the above order. For this reason user is instructed to make no
changes to the remote locations settings at this stage.**

4. First location is created by default, you need to create the rest of required locations manually.

Click on **Location** on the menu bar

You can create as many locations as you have purchased, but not more.

5. Click on **Create New Location**

The message **This operation takes several minutes to complete. Please wait.** will pop up on a screen

Click on **OK**

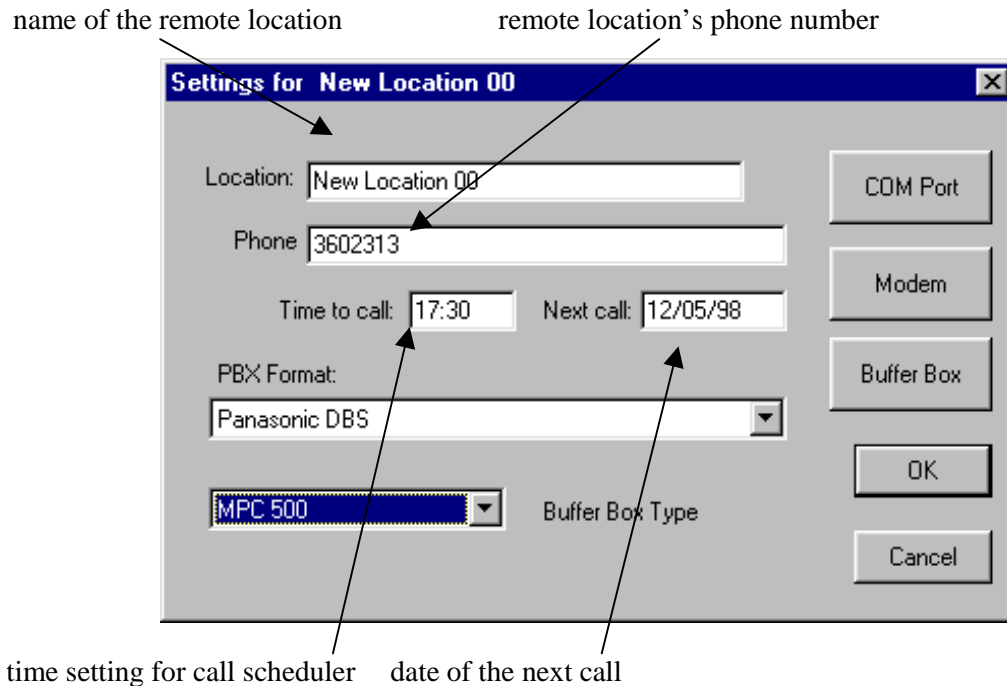
The program goes into a process of creating a new location

Do not interrupt

6. When a new location is created Remote Manager will display the message **Operation completed**
Click on **OK**
7. **Settings for New Location** screen will appear
8. Click on **Cancel** for now. You will return to this screen to initialize location after you create all of them.
9. If message **Connection closed** is displayed.
Click on **OK**
10. Create the rest of the locations in the same manner going through step (4) to (9)
11. At the attempt of creating more locations than purchased, the program displays the message **Cannot create more than () locations.**
Click on **OK**

Initializing locations

1. Click on **Location** menu on the menu bar of the RemoteManager screen
2. Click on the location you want to set the settings for
3. **Settings for New Location 00** screen appears



4. Go to the **Location Name** field and enter the name that you want to appear on the reports
5. Next, go to the **Phone Number** field and enter the phone number of the remote location
6. Click on **Time to call** field and enter the time (in military time) to set the scheduler. From now on, scheduler will make calls to this particular remote location at the same time every day.
7. Enter the date for the next call in the **Next Call** field. Suggested setting for this field is today's date.

It is recommended to keep time settings for different remote locations at least one half hour apart from one another.

8. Click on the down arrow of the **PBX** format field and select the PBX format of the remote location from the list
9. Click on the **COM PORT** command button located on the right side of the **Setting for New Location** screen
The **Com Port** screen will appear.
Go to the **Port** settings and select Com port that your modem is connected to.
It is recommended to leave the rest of the settings on this screen at default
Click on **OK**.
10. Select type of your buffer box from a **Buffer Box Type** list. You can also select **file**.
In case a file is selected the command button in the top right corner of the screen changes its caption to **File**. Click on it to specify file's name and path.
11. Click on the **BUFFER BOX** command button on the **Settings for New Location** screen.
12. The **POLLCAT II Jr. Initialization for New Location** screen appears.
13. Go to the **Header** field and enter locations name (the name you have entered in step V-4)
Go to the **Parity** settings and set them for the PBX at the remote location
Click on **OK**
14. **MODEM** command button
It is not necessary to change modem settings.
15. Click on **OK**
16. Repeat step (1) through (14) for all the locations you have already created
Now you are ready to initialize buffer boxes for all locations

Initialization of buffer boxes

Before you proceed, make sure that buffer boxes are connected to the PBX at each location.

Take caution when typing. Type only when instructed by manual. Accidental use of keyboard will result in errors in connections or changes to the settings of the buffer box

1. The next step is to select a remote location you want to initialize buffer box for.
Go to the **Location** menu and click on the name of the remote location you want to start with
If you get the message **Port is not connected**
Click on **OK**
2. **Settings for (location name)** screen appears. Make sure that all the previously set settings are correct and click on **Cancel**.
3. Click on the **Control** menu on the menu bar
4. If the port has already been initialized menu item **Initialize COM Port** appears dimmed. Otherwise click on it and the program will initialize port automatically.
Message **Connection closed** appears. Click on **OK**. Wait for the message **Connection was successful**. Click on **OK**
5. Click on **Dial Phone** menu item.
6. System will try to make connection with a buffer box at a remote location.
Provided the connection is accomplished successfully the message: **Connection with remote modem established** will be displayed.
Click on **OK**
7. Notice, in the lower left corner the program prints the following set of strings:
ATS0=0
OK
2400

8. Go to the **Control** menu

Click on the **Initialize Buffer**

Each time you initialize buffer box all data stored in it will be discarded. You can use this option later on to clean up the buffer.

Please, wait several seconds. This operation takes about 5 seconds, if it completes successfully RemoteManager prints **COMPLETE** several times on the screen.

Current buffer box settings are displayed right underneath **COMPLETE**.

The following example shows you how you should read them:

```
.....  
COMPLETE  
COMPLETE  
COMPLETE  
16:26                6                07/25/95  
current time in military current day of the week in the      current date  
format(HH:MM)      1-7 format (6 stands for Friday)      (MM/DD/YY)
```

Below the settings you will find the following entry fields:

- **TIME? (HH:MM)** - if the above time setting is correct press **Enter** key.

Otherwise, enter the current time at a remote location in military format

For example 16:30

Press **Enter** key

- **DAY OF WEEK? (1-7)**– if the above setting for day of the week is accurate, press **Enter**.

Otherwise, enter the appropriate one-digit code for the current day of week at a remote location. Follow the rules of the 1 through 7 day format - starting with Sunday(1) through Saturday(7)

For example 5

Press **Enter**

- **DATE? (MM/DD/YY)** - if the above date setting is correct, press **Enter**.

Otherwise, enter the current date at a remote location

For example 07/30/97

Press **Enter**

The program will print new settings for the buffer box

```
16:30                5                07/30/97  
COMPLETE
```

9. Double-check your settings. If you want to make any changes go to the **Control** menu and repeat step VI-7
10. If all the settings are accurate, go to the **Control** menu and click on **Disconnect**
Connection closed message will be displayed on the screen
Click on **OK**
11. Initialize buffer boxes for all the created locations in the same manner repeating steps IV-7 through VI-9
12. If you finished initialization of all buffer boxes click on **Exit** on the menu bar.
You will get the message **You are about to interrupt scheduled work. Do you want to exit?**
Click on **Yes**

Remote Locations' Setup

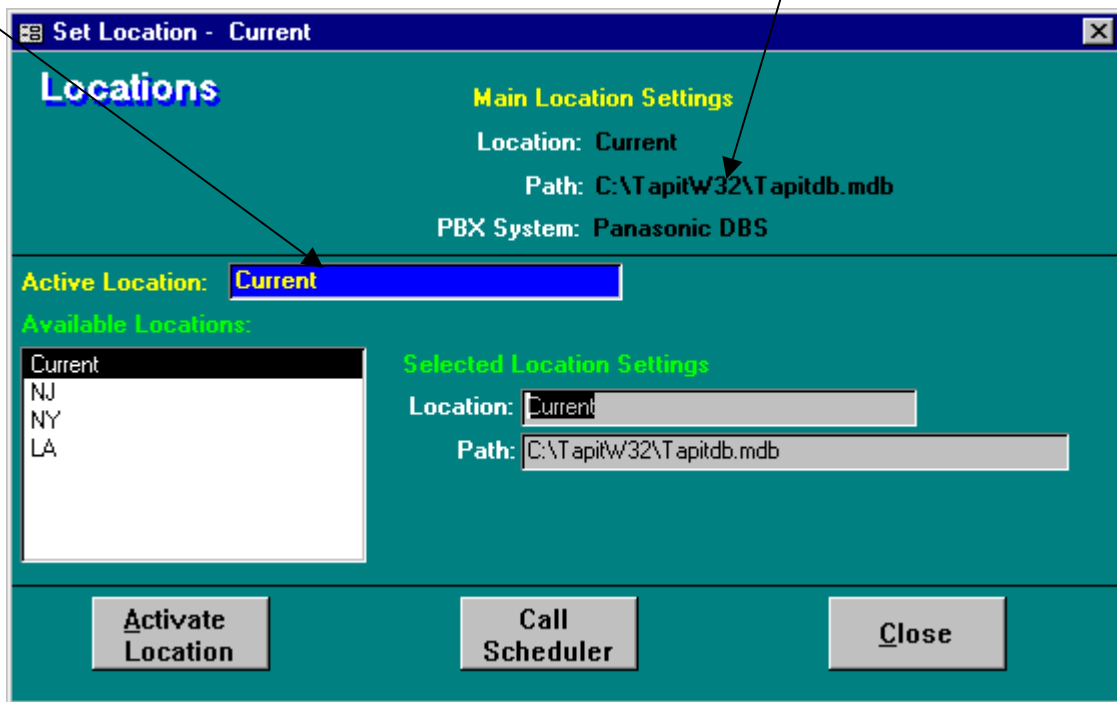
This part of **Installing RemoteManager** will provide you with instructions on how to set up parameters for remote locations.

For TAPIT 2000' parameter settings refer to the **System Parameter** part of the TAPIT 2000 manual.

1. If Remote Manager is running on your system exit from it. (Click on **Exit** on the Remote Manager's menu bar)
2. Start TAPIT
3. **Main Menu** screen appears
4. Click on **Set Location** button
5. **Set Location –Location:** (*name of the active remote location*) will be displayed

Name of the location you are connected to

Settings for Main Location



Settings for the location highlighted at the **Available Locations:** list

This screen allows you to connect to the required remote location as well as switch between different locations
Each time you can work with only one location

6. First, you have to establish connection with the remote location you would like to setup parameters for.
Go down to the **Available Locations** list and click on the desired location.
7. Click on **Activate Location** button
8. TAPIT will flash the message **TAPIT will be connected to the location: (*location name*)**
9. Click on **OK**
The name of the activated location will appear in the above **Active Location** field
This field is for display purposes only – you cannot edit or delete any entry
By default it contains the name of main location

Note that the title bar of each screen contains the name of the active location and in this way informs you which remote location is currently open.

10. Click on **Close** to return to the **Main Menu**

You are about to enter the System Maintenance screen. Before you do it make sure that the Remote Manager is closed. Calls cannot be processed while performing any setting changes on this screen. Exit the Maintenance screen as soon as you finish working with it.

11. Click on the **Maintenance** button
The program displays message – read through it and click on **OK**
12. You will find several command buttons on this screen.
Go to the **System Parameter** button and click on it.
13. **System Parameters** screen is displayed. It allows you to configure various settings of TAPIT 2000 system. It consists of five different screens: **Communications, Call Costing, Activity, Trunks and Destination.**
The **Communications** screen is displayed first as default.

The only settings that are relevant to the performance of the Remote Manager are: Use Computer or Telephone System Date?, Create Backup on exit, Long Distance Support of One (1) and Zero (0)

The rest of the settings do not affect the operation of the Remote Manager

14. Click on **PBX** or **Computer** in the **Use Computer or Telephone System Date?** field to specify whether date information for the call records is going to be processed based on the computer PBX date
You must specify **Computer date** if your phone system is not generating the date information. Otherwise we recommend that you use **PBX date**
 15. Go to the **Long Distance Support of One (1) and Zero (0)** – do not check this box if your phone system is not sending either digit 1 or 0 (zero) in the front of the long distance telephone number
 16. Go down to the **Create Backup on Exit**
When this box is checked TAPIT 2000 will create a backup copy of the active remote location's database every time you exit the software. When exiting TAPIT 2000 make sure that within the TAPIT 2000 application only Main Menu window is open
We recommend that you leave this box checked to secure the integrity of the database
- Note that depending on size of the database this process may take some time
17. From **Communications** screen you can access **Password** function by clicking on the **Password** button. This is the password for the whole application and any changes will affect the entire program
 18. Click on **OK** to save changes
 19. Click on the **Call Costing** button
 20. **Call Costing** screen appears
 21. Click on **Your Telephone Number** field and enter the main telephone number for the selected remote location (do not use an 800 or 888 number)
 22. Click on **OK**

23. For the rest of parameters settings refer to the **System Parameters** section of the TAPIT 2000 manual. You can take care of them after you finish remote locations' setup.
24. If you have purchased V&H pricing files for the remote location you can install them now, otherwise finish setting up the rest of the parameters using TAPIT 2000 manual (System Parameters chapter)
25. In order to install V&H pricing files click on **Data Maintenance** button
26. Click on the **Import V&H Data** and follow instructions from **Data Maintenance** section of TAPIT 2000 manual
27. In order to setup all remote location repeat steps () through () for each of them

It is crucial to activate the main location after your finish working with any of the remote locations. Otherwise TAPIT 2000 will not be able to process main location's call records automatically in the background.

You have just finished installing the RemoteManager. At this point we recommend testing its performance by polling call records manually from each remote location. For instructions on how to perform manual polling refer to the "Manual Polling" part of this textbook.

If test operation is completed successfully set Remote Manager to automatic mode.

Automatic Polling

In order to set the program for automatic polling follow the instructions below:

- If you did not exit from the RemoteManager screen do it now
(refer to step VI-11)
- Restart RemoteManager and run it in the background. The program will poll call records automatically every day at a scheduled time
- Please note TAPIT 2000 Call Accounting application has to be running on your system for the RemoteManager to function properly.

Polling Records in Manual Mode



RemoteManager allows you to poll call records manually when required. The following step by step instructions will lead you through this process.

Choosing locations from Location menu may occasionally be followed by the message “Port is not connected”. Click on OK and continue.

1. Go to the **Location** menu
Click on the remote location’s name that you want to poll the call records from
2. **Settings for location name** appears
Click on **Cancel**
3. Go to **Control** menu
4. Click on **Initialize COM Port**
Message **Com Port initialized successfully** appears
Click on **OK**
5. Remote Manager will print the following string in the lower left corner of your screen:
ATS0=0
OK
6. Go to **Control** menu
7. Click on **Dial Phone**
Do not interrupt
Wait for the message **Com Port initialized successfully**
Click on **OK**
The lower left corner of your screen should have the following strings printed:
AST0=0
OK
2400
At this point you are connected to a remote location’s buffer box
8. Go to the **Control** menu

9. Click on **Get Calls**

System informs you of the number of records found in a buffer box. If a buffer box at a remote location is not empty it polls the call records stored in it.

The polled call records are displayed on the screen.

Buffer box adds to each call record the date and time indicating when the particular call record was transferred from PBX to a buffer box.

The appearance of the screen varies from system to system and does not indicate the outcome of polling operation.

10. Polling operation may take few minutes. Its duration depends on the amount of call records stored in the buffer box at the remote location. Wait until the program stops printing call data on the screen. Note that the following set of strings or a part of it will be displayed underneath call records data upon completion of polling process.

END DATA

INVALID CODE

Program displays the message **Call Records Downloaded**, click on **OK**

After calls are downloaded they are saved in text format on your computer

Now you need to load the data to the location's database.

11. Go to the **Control** menu

12. Select **Load Test Calls**

13. **TAPIT 2000 Logo** screen appears

TAPIT starts loading polled call records to the remote location's database.

Do not interrupt

14. With call records loaded into the location's database you can manipulate them through TAPIT 2000.

If you do not have TAPIT 2000 running open it now.

15. The **Main Menu** screen shows up

16. Click on **Set Location** command button

17. **Set Location** screen appears

18. Go down to the **Available Locations** list
Select the desired location
19. Click on **Activate Location**
The message **TAPIT will be connected to the location: *location name*** will show up on the screen
20. Click on **OK**
Make sure that the selected name appears in the text box for the **Active Location** field.
21. Click on **Exit**
22. Click on the **Reports** button on the **Main Menu**
23. If you are testing the Remote Manager run the **Detail Activity by Date** report.
(In case you are new to TAPIT and do not know how to run reports refer to the Report section of TAPIT 2000 manual)
Double check that the report reflects the calls polled from a buffer box at a remote location.

Polling call records in manual mode does not automatically delete the records stored in buffer box at the remote location. In order to do that, you need to initialize buffer box (refer to part VI of RemoteManager Installation)

If the polled call records data is inaccurate or if you could not poll any data at all, then your buffer box settings or PBX format selection are incorrect

Call Scheduler



Call Scheduler screen enables you to view and edit the time and date settings for the call records polling procedure for each remote location.

It also allows you the Log File screen, which contains the regular notepad text file with information about the polling process. This file can be very handy when troubleshooting.

It is crucial to activate the main location after your finish working with any of the remote locations. Otherwise TAPIT 2000 will not be able to process main location's call records automatically in the background.

If you would like to view the edit time or date settings for any/all of remote locations follow the instructions below:

1. Start TAPIT for Widows
2. Click on **Set Locations** button of the **Main Menu**.

Set Locations – Location: screen appears

Set Location - Current

Locations

Main Location Settings
 Location: Current
 Path: C:\T\apitw32\T\apitdb.mdb
 PBX System: Panasonic DBS

Active Location: Current

Available Locations:

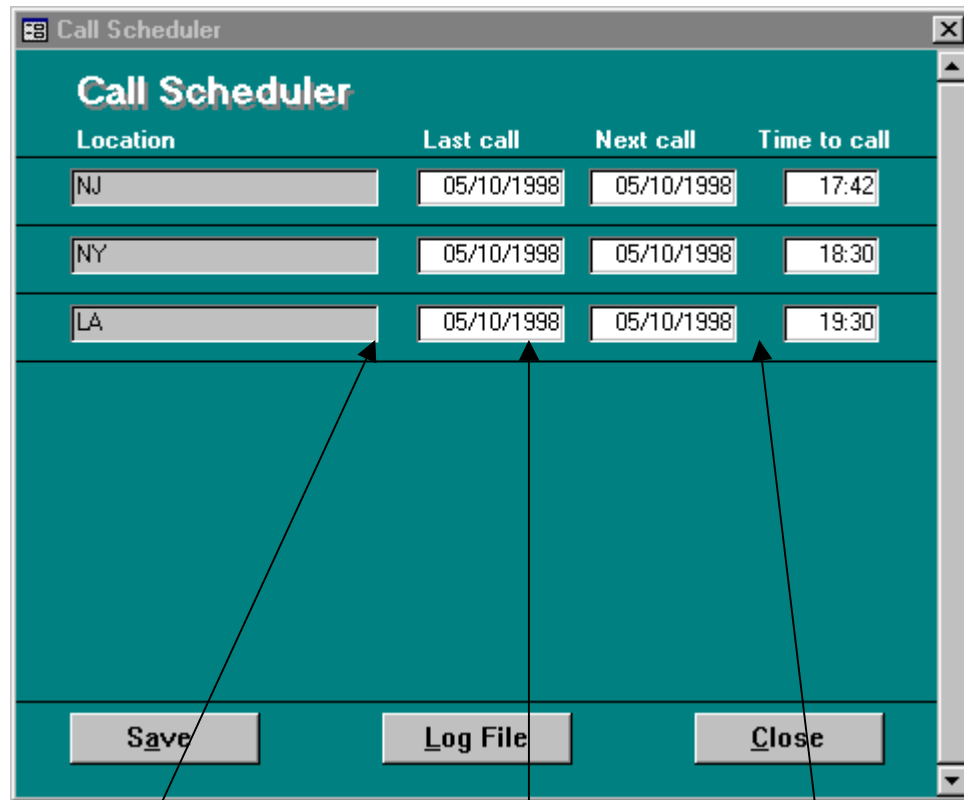
| |
|---------|
| Current |
| NJ |
| NY |
| LA |

Selected Location Settings
 Location: Current
 Path: C:\T\apitw32\T\apitdb.mdb

Activate Location **Call Scheduler** **Close**

- Click on Call Scheduler button of the Set Location screen (above)

Call Scheduler screen will be displayed



Date of the last call records
polling operation

Date of the next scheduled
polling

Scheduled time for the
next polling procedure

- If you would like to change any settings enter the new values in the appropriate fields and click on **Save** button
- The message **If you want to keep changes you must restart Remote Manager. Do you want to continue?** will be displayed.
Click on **Yes** if you want to save changes
Click on **No** if you do not want to save
If you clicked on Yes restart the Remote Manager so the changes could take affect
- Should you forget to save changes upon closing the screen Remote Manager will prompt you with the message:
Do you want to keep last changes?
Click on **Yes** if you want to
Click on **No** if you decide against it

The following message will show up: **If you want to keep changes you must restart Remote Manager. Do you want to continue?**

Click on **Yes** to save changes

Click on **No** if you decide against it

If you clicked on Yes restart the Remote Manager so the changes could take affect

7. If you need to access Log File screen you can do it by clicking on **Log File** button on the Call Scheduler Screen.

The following text examples are the end parts of the log files for both successful and unsuccessful polling.

Example A - unsuccessful polling

```
09/02/97 11:41 - NY
Unable to establish connection.
```

```
09/02/97 11:42 - NY
Dial phone first! Carrier not detected. Cannot connect to the Buffer.
```

Example B – successful polling

```
09/02/97 11:40 - LA
69 Call Records Processed and Loaded into the Database
=====
```

Backup



It is a good practice to maintain the backup copy of remote locations' database files.

TAPIT makes it easy for you.

Simply follow the instructions below and TAPIT will backup the files for you every time you exit the program.

1. Start TAPIT
2. Click on the **Set Parameters** button
3. **Set Parameters** screen appears
4. Go to **Communications** screen
5. Go down to the **Create Backup on Exit** check box

When this box is checked TAPIT 2000 will create a backup copy of the active remote location's database every time you exit the program.

When exiting TAPIT 2000 make sure that within the TAPIT 2000 application only Main Menu window is open

We recommend that you leave this box checked to secure the integrity of the database

Note that depending on the size of the database this process may take some time