

## **FAQ: 31065 WHY CAN SOME SCREEN SAVERS CAUSE THE NIGHTLY PROCESSING OR DOWNLOAD FROM THE BUFFER TO NOT RUN PROPERLY?**

*The information in this article applies to:*  
Call Accounting Lite, Jr. or Pro

### **QUESTION**

Why can some screen savers cause the nightly processing or call download from the buffer to not run properly ?

### **ANSWER**

For your system to operate properly using Call Accounting Pro, you need to check your screen saver and power settings in Windows to make sure that you are not putting your system and/or hard drive to sleep. In the sleep state, you may lose call records if the system is not able to process or download them. We suggest that you turn off your system screen savers, set your hard drive to never to into sleep mode, and turn your monitor off instead if you are concerned about screen burn while you are away from your system.

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