



## CRM SkyDialer for GoldMine - Frequently Asked Questions

**Q: Which versions of GoldMine can I use with CRM SkyDialer?**

A: GoldMine 6.7 and higher, including 7.x (Corporate Edition) and 8.x (Premium Edition). MS-SQL database is required in all cases.

**Q: Which versions of Skype can I use with CRM SkyDialer?**

A: Skype for Windows, version **3.5.0214** or higher.

**Q: Which versions of Windows has CRM SkyDialer been tested on?**

A: Windows XP Service Pack 2 and Service Pack 3, as well as Windows Vista.

**Q: Do I need to install any other software besides Skype in order to use CRM SkyDialer?**

A: You must also have the Microsoft .NET 2.0 Framework installed.

**Q: Can I use CRM SkyDialer to make calls via Vonage or other VoIP telephone service?**

A: No, CRM SkyDialer uses Skype exclusively.

**Q: Where can I get assistance with CRM SkyDialer?**

A: Assistance is available online at: <http://forums.crmskydialer.com>.

**Q: Do I need to be logged into GoldMine to use CRM SkyDialer?**

A: Yes, CRM SkyDialer requires that you be logged into GoldMine.

**Q: Does CRM SkyDialer take up a GoldMine license?**

A: No, CRM SkyDialer utilizes the currently running instance of GoldMine.

**Q: Must my CRM SkyDialer license count match my GoldMine license count?**

A: No, you may purchase and utilize a matching or lesser amount of CRM SkyDialer licenses.

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