

# Data Collection Agent (DCA) FAQ

## What is a Data Collection Agent (DCA)?

A Data Collection Agent (DCA) is a secure software application that collects information about your printing environment, including device usage and toner levels. It helps optimize your print management and ensure timely service and supply replenishment.

## Why do I need a DCA?

DCA allows for automated supply ordering. It ensures your devices have the necessary resources without manual monitoring, reducing downtime and administrative burden.

## Is DCA secure?

Yes, DCA operates with industry-standard security measures, transmitting data using encrypted connections. It only collects non-sensitive device-related information, never personal or document data.

## What data does DCA collect?

DCA gathers:

- Toner and supply levels

## How does DCA improve my print environment?

- **Automates supply ordering** – Ensures you never run out of toner.
- **Optimizes cost efficiency** – Identifies usage patterns to improve workflow.

## Will DCA slow down my network?

No, DCA runs in the background with minimal network impact. It transmits small amounts of data at scheduled intervals to avoid disruptions.

## How is DCA installed?

Installation is quick and easy. It can be installed on a local workstation or server and configured to communicate with networked printers. Our team provides full support to ensure a smooth setup.

## Can I disable or remove DCA if needed?

Yes, DCA can be uninstalled at any time. However, doing so may disable automated supply replenishment.

## Who can I contact for support?

For any questions or support related to DCA, please contact our customer service team at [order@aaasolutions.com](mailto:order@aaasolutions.com) or | 800.821.4430.