

Accounting Manager

User Guide

A31003-P1030-U114-2-7619

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1 Introduction

This document is intended for the users of Accounting Manager and describes its configuration and operation.

1.1 Accounting Manager

Accounting Manager is an application for retrieving and processing call detail records generated by the communication system.

With Accounting Manager you can:

- Retrieve call detail records
- Create graphic reports
- Create call detail recording reports (CDR Report)
- Filter data
- Export connection data

1.2 Connection Data

If a communication system has a connection data memory, it can store a specific number of call detail records. If the number of possible call detail records is exceeded, the connection data memory is overwritten.

The OpenScope Business communication system can store up to 20,000 call detail records in the internal connection data memory. In order to view and process this connection data, the data must be first retrieved from the connection data memory of the communication system and transferred to the local database of the Accounting Manager.

Accounting Manager can retrieve all the call detail records stored in the connection data memory. Every call detail record retrieved from the communication system is transferred to the PC for further processing and stored in the local database of the Accounting Manager.

INFO: A communication system can be actively connected to only one Accounting Manager (i.e., it is not possible to retrieve multiple CDRs at the same time).

After the connection data has been retrieved from the communication system, it is deleted in the communication system.

1.3 Types of Topics

The types of topics include concepts and tasks:

| Type of topic | Description |
|-------------------------------|---|
| Concept | Explains the "What" and provides an overview of context and background information for specific features, etc. |
| Task (operating instructions) | Describes task-oriented application cases (i.e., the "How") step-by-step and assumes familiarity with the associated concepts. Tasks can be identified by the title How to |

1.4 Display Conventions

This documentation uses a variety of methods to present different types of information.

| Type of information | Representation | Example |
|-------------------------|----------------------------------|---|
| User Interface Elements | bold | Click on OK . |
| Menu sequence | > | File > Exit |
| Special emphasis | bold | Do not delete Name . |
| Cross-reference text | italics | More information can be found in the topic <i>Network</i> . |
| Output | Monospace font, e.g., Courier | Command not found. |
| Input | Monospace font, e.g., Courier | Enter LOCAL as the file name |
| Key combination | Monospace font, e.g., Courier | <Ctrl>+<Alt>+<Esc> |

2 Installation

Accounting Manager can be installed on a PC with the Microsoft Windows XP SP3 or Windows 7 (32 and 64-bit) operating system installed. As a further condition, the PC must have a network interface to connect it to the communication system over a LAN.

2.1 How to Install Accounting Manager

Step by Step

- 1) Download the Accounting Manager from the Download Center of the communication system (e.g., OpenScape Office or OpenScape Business with Booster Hardware).

Accounting Manager can optionally also be obtained from the software download server in the partner portal.

- 2) Unzip the download package on the PC on which the Accounting Manager is to be installed.
- 3) Start the `setup.exe` and follow the instructions.

2.2 How to Uninstall Accounting Manager

Step by Step

- › You can uninstall Accounting Manager via the **Control Panel** using **Uninstall or change a program**.

2.3 Further Prerequisites for Accounting Manager

Accounting Manager can retrieve and evaluate connection data from the OpenScape Office, OpenScape Business and HiPath 3000 communication systems.

The following prerequisites must be satisfied in the communication system for this purpose:

- Call detail recording has been enabled in the communication system.
- The compressed format is used for the call detail recording.
- Port 443 (HTTPS) of the communication system is accessible. If necessary, port 443 must be opened in the firewall.

3 First Steps

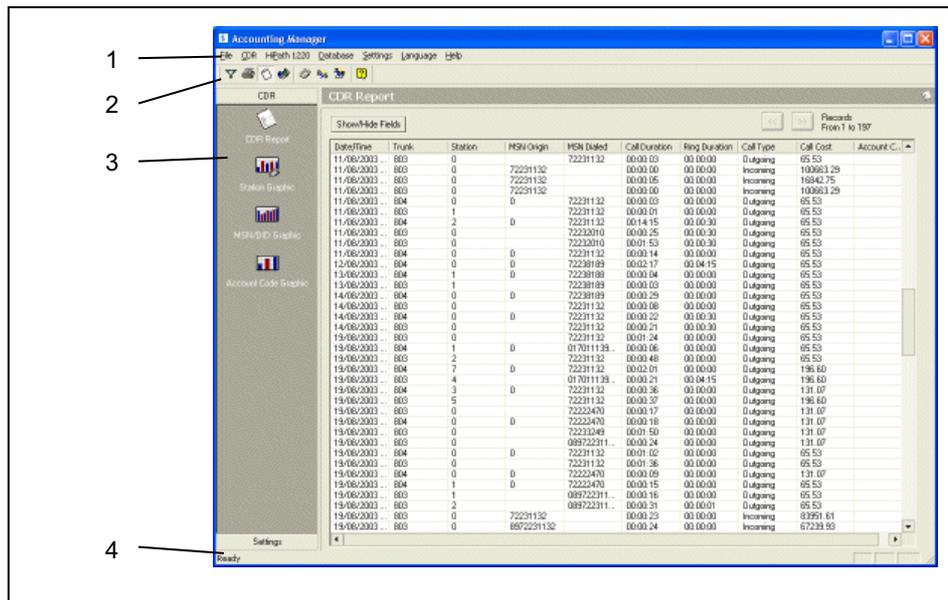
The First Steps describe the user interface and the recommended actions to be taken right at the beginning.

When the Accounting Manager is called for the first time, it must first be configured. For example, you must configure the connection to the communication system.

3.1 User Interface

The user interface of the Accounting Manager consists of the main window as well as various situation-specific pop-up windows.

All Accounting Manager features can be accessed from the menu bar (1), the tool bar (2) and the function bar (3)..



Menu Bar (1)

The menu bar is used to select the features. Frequently used functions are also offered via icons in the tool bar.

Tool Bar (2)

The tool bar contains the following icons for the most frequently needed functions.

| Icon: | Function in the Tool Bar | Function Bar | Menu Bar |
|---|-----------------------------------|----------------------------|------------------------------------|
|  | Filters | — | CDR • Set Filters |
|  | Print | — | File • Print |
|  | CDR Report | CDR • CDR Report | CDR • CDR Report |
|  | Retrieving PBX Data | — | PBX • Retrieve Data |
|  | Show/Retrieve Station Name | Settings • Station Name | Settings • Station Name |
|  | Show or Change the Numbers Table | Settings • Numbers | Settings • Numbers |
|  | Show/Change Account Code Settings | Settings • Account Code | Settings • Account Code |
|  | Help | — | Help • About Accounting Manager |

Function Bar (3)

Accounting Manager has two function bars, which display the most frequently used functions as icons.

- CDR
Contains the most important items in the **CDR** menu.
 - CDR Report
 - Station Graphic
 - Destination Calls Graphic
 - Account Code Graphic
- Settings:
Contains all items from the **Settings** menu.

Status Bar (4)

Information on data retrieval.

3.2 How to Start Accounting Manager

Step by Step

- › Select one of the following options:

First Steps

How to Perform the Initial Configuration

- Start Accounting Manager via **Start > Program Files > Accounting Manager**.
- Click on the icon on the desktop. 

3.3 How to Perform the Initial Configuration

Step by Step

- 1) Click on **Settings > Connection** in the tool bar.
- 2) Verify the entries in the **Communication Server** area:
 - Enter the IP address of the communication system in the **Server** input field. The default setting is 192.168.1.2.
 - Check whether port 443 (HTTPS) is entered in the **Port** input field.
- 3) In the **Automatic Switch Data Retrieving** area, specify whether the retrieval is to be performed manually or automatically.
- 4) Check the entries in the **Login** area:
 - a) In the **User name** input field, enter a valid administrator ID in the communication system.
 - b) Enter the valid password in the **Password** input field.
- 5) Click on **Apply changes** to accept the settings.
- 6) If the Call Detail recording reports (CDR reports) are to be filtered by phone numbers, configure the stations (station names).
- 7) Exit and restart Accounting Manager for the changes to take effect.

If the connection data transfer does not work after restarting, check the settings again.

To troubleshoot errors, a log file is created with information on the connection setup and error messages, if available. You will find the log file in the installation folder of Accounting Manager.

4 Reports

Reports can be generated on all call detail records stored in the local database of the Accounting Manager.

Using the following functions, you can display the connection data either as a tabular report (CDR report) list or as a graphic report.

| | |
|---|--|
|  | The connection data is displayed in tabular form as a Call Detail Records report (CDR report). |
|  | The Station Graphic provides an overview of the connection data sorted by stations. |
|  | The Destination Calls Graphic provides an overview of the connection data sorted by multiple subscriber numbers. |
|  | The Account Code Graphic provides an overview of the connection data sorted by account codes. |

When creating reports, the following general procedure is recommended:

| Step | Description |
|------|---|
| 1. | Retrieve call detail records from the communication system. |
| 2. | <p>Create the desired graphic report.</p> <p>When you select a graphic report from the shortcut bar or the CDR menu item, the Filters dialog is displayed. In this dialog box, you can make the following settings, which apply exclusively to the graphic reports:</p> <ul style="list-style-type: none"> • In the Beginning Date: and End Date: list boxes, specify the time frame for the event (day X to day Y). • In the Mode drop down list, specify whether the graphic report should be displayed according to call cost or average call duration (in seconds). <p>Click OK to display the selected graphic report.</p> |
| or | |
| 1. | <p>Display Call Detail Records report (CDR report)</p> <p>All data records for the last seven days are displayed.</p> |
| 2. | <p>Filter data</p> <p>The Filters dialog is displayed. Use the settings on the Date/Time, Configuration, Call, Cost and Duration tabs to define the range of data to be displayed.</p> <p>Then click OK to display the CDR report.</p> |

4.1 Retrieving Connection Data

Only a limited number of call detail records can be stored in the internal memory of the communication system. To ensure that they are not lost, they must be stored on the PC in the local database of the Accounting Manager.

By default, the Accounting Manager only retrieves CDRs from the communication system manually, i.e., when requested by the user to do so. You can, however, configure Accounting Manager so that the data is retrieved automatically at regular time intervals or once daily at a specific time.

After retrieving the connection data, you should first configure the filter appropriately. By default, only the connection data for the current day is evaluated.

INFO: After the connection data has been retrieved from the communication system, it is deleted in the communication system.

4.1.1 How to Retrieve Call Detail Records Manually

Step by Step

- › Click on the  icon in the tool bar or select **PXB > Retrieve Data...** from the menu bar.

4.1.2 How to Retrieve Call Detail Records Periodically

Step by Step

- 1) Click on the  (Connections) icon in the tool bar.
- 2) Enable the option **Retrieve data after each ... minutes** in the **Automatic Switch Data Retrieving** field.
- 3) Enter the minutes to indicate how often you want to periodically retrieve the data.
- 4) Click on the **Apply changes** button.

4.1.3 How to Retrieve Call Detail Records Daily

Step by Step



- 1) Click on the  (Connections) icon in the tool bar.
- 2) Enable the option **Retrieve data once a day at** in the **Automatic Switch Data Retrieving** field.
- 3) Enter the time at which you want to retrieve the data.
- 4) Click on the **Apply changes** button.

4.2 Graphic Reports

The Accounting Manager can present specific information in a graphic display. The graphic can show either the call costs or the average call duration (in seconds).

The following graphical views can be selected:

- Station Graphic
- Destination Calls Graphic
- Account Code Graphic

The following entries can be specified via the **Filters** dialog whenever a new graphic is generated:

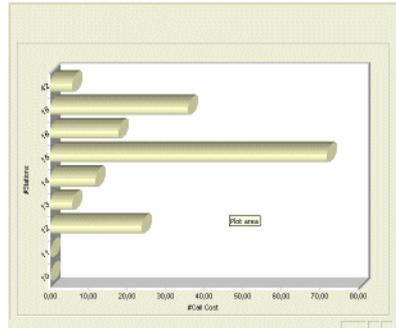
- **Beginning Date**
Used to set the start date for creating the graphic for the date range. Every record stored in the database with a date before the one set here will not be considered.
- **End Date**
Used to set the end date for the date range when creating the graphic. Every record stored in the database with a date after the one set here will not be considered.
- **Mode**
Used to specify whether the data should be presented by call cost or by average call duration.

After this information is entered, the data needed to create the graphic is determined and retrieved by accessing the database of the Accounting Manager. Depending on the database size and the date range, this may take some time to complete.

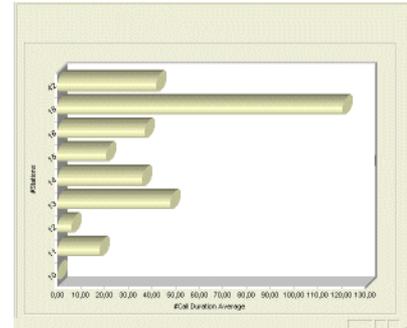
Station Graphic

This graphic displays all stations (one bar per station) either by call cost or by average call duration. The average call duration is displayed in seconds.

Display by call cost



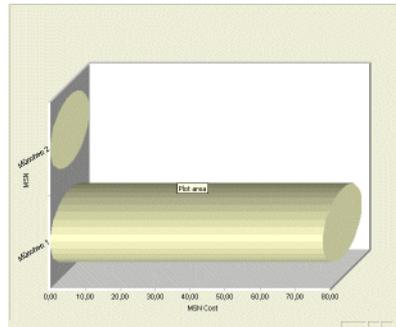
Display by average call duration



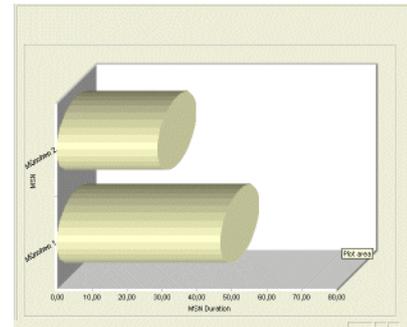
Destination Calls Graphic

This graphic displays all the phone numbers configured by the user in the Numbers settings. Each bar represents one number; the graphic shows either the call costs or the average call duration. The average call duration is displayed in seconds.

Display by call cost



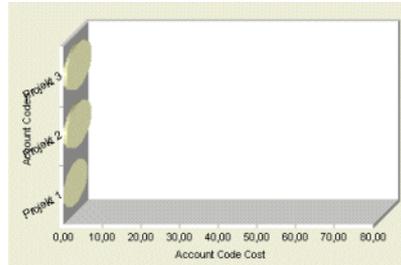
Display by average call duration



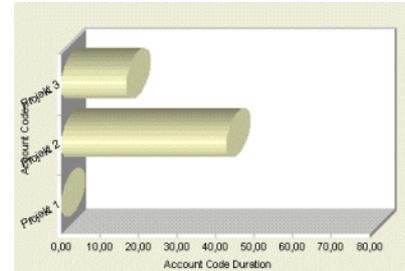
Account Code Graphic

This graphic displays all the account codes configured by the user in the Account Code Settings. Each bar represents one account code. The graphic shows either the call costs or the average call duration. The average call duration is displayed in seconds.

Display by call cost



Display by average call duration



4.2.1 How to Create a Graphic Report

Step by Step

- 1) You can optionally click in the function bar on the icon for the desired graphic or invoke **CDR > <desired> Graphic**.
- 2) Click in the tool bar on the icon .
- 3) Enter the start date.
- 4) Enter the end date.
- 5) Select the appropriate mode.
- 6) Click on **OK**.

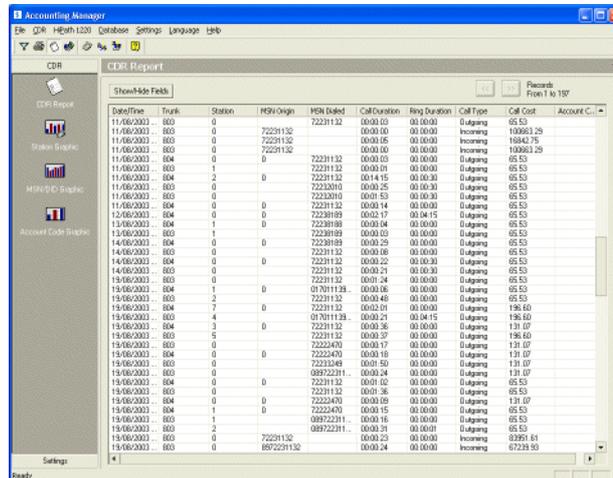
4.3 Call Detail Records Report (CDR Report)

The CDR Report enables you to view and process the connection data stored in the local database of the Accounting Manager.

After starting the Accounting Manager, the default view of the CDR report appears.

Reports

Call Detail Records Report (CDR Report)



| Date/Time | Trunk | Station | MSN Origin | MSN Dst | Call Duration | Ring Duration | Call Type | Call Cost | Account C. |
|------------|-------|---------|------------|-----------|---------------|---------------|-----------|-----------|------------|
| 11/08/2003 | 003 | 0 | 72291132 | 72291132 | 00:00:00 | 00:00:00 | Outgoing | 05.53 | |
| 11/08/2003 | 003 | 0 | 72291132 | 72291132 | 00:00:00 | 00:00:00 | Incoming | 100963.29 | |
| 11/08/2003 | 003 | 0 | 72291132 | 72291132 | 00:00:00 | 00:00:00 | Incoming | 10842.75 | |
| 11/08/2003 | 003 | 0 | 72291132 | 72291132 | 00:00:00 | 00:00:00 | Incoming | 100963.29 | |
| 11/08/2003 | 004 | 0 | D | 72291132 | 00:00:00 | 00:00:00 | Outgoing | 05.53 | |
| 11/08/2003 | 003 | 1 | 72291132 | 72291132 | 00:00:01 | 00:00:00 | Outgoing | 05.53 | |
| 11/08/2003 | 004 | 2 | D | 72291132 | 00:14:15 | 00:00:30 | Outgoing | 05.53 | |
| 11/08/2003 | 003 | 0 | 72232010 | 00:00:25 | 00:00:30 | 00:00:30 | Outgoing | 05.53 | |
| 11/08/2003 | 003 | 0 | 72232010 | 00:01:53 | 00:00:30 | 00:00:30 | Outgoing | 05.53 | |
| 11/08/2003 | 004 | 0 | D | 72291132 | 00:00:14 | 00:00:00 | Outgoing | 05.53 | |
| 12/08/2003 | 004 | 0 | D | 72291132 | 00:02:17 | 00:04:15 | Outgoing | 05.53 | |
| 13/08/2003 | 004 | 1 | D | 72291132 | 00:00:04 | 00:00:00 | Outgoing | 05.53 | |
| 13/08/2003 | 003 | 1 | 72291132 | 72291132 | 00:00:00 | 00:00:00 | Outgoing | 05.53 | |
| 14/08/2003 | 004 | 0 | D | 72291132 | 00:00:29 | 00:00:00 | Outgoing | 05.53 | |
| 14/08/2003 | 003 | 0 | D | 72291132 | 00:00:08 | 00:00:00 | Outgoing | 05.53 | |
| 14/08/2003 | 004 | 0 | D | 72291132 | 00:00:22 | 00:00:30 | Outgoing | 05.53 | |
| 14/08/2003 | 003 | 0 | D | 72291132 | 00:00:21 | 00:00:30 | Outgoing | 05.53 | |
| 14/08/2003 | 003 | 0 | D | 72291132 | 00:01:24 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 004 | 1 | D | 01701128 | 00:00:06 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 003 | 2 | 72291132 | 72291132 | 00:00:48 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 004 | 7 | D | 72291132 | 00:02:01 | 00:00:00 | Outgoing | 196.60 | |
| 15/08/2003 | 003 | 4 | D | 01701128 | 00:00:21 | 00:04:15 | Outgoing | 196.60 | |
| 15/08/2003 | 004 | 3 | D | 72291132 | 00:00:36 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 003 | 5 | D | 72291132 | 00:00:37 | 00:00:00 | Outgoing | 196.60 | |
| 15/08/2003 | 003 | 0 | 72232470 | 00:00:17 | 00:00:00 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 004 | 0 | D | 72232470 | 00:00:16 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 003 | 0 | D | 72232497 | 00:01:50 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 003 | 0 | 089722911 | 00:00:24 | 00:00:00 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 004 | 0 | D | 72291132 | 00:01:02 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 003 | 0 | D | 72291132 | 00:01:36 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 004 | 0 | D | 72232470 | 00:00:09 | 00:00:00 | Outgoing | 139.07 | |
| 15/08/2003 | 004 | 1 | D | 72232470 | 00:00:15 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 003 | 1 | D | 089722911 | 00:00:16 | 00:00:00 | Outgoing | 05.53 | |
| 15/08/2003 | 003 | 2 | 72291132 | 089722911 | 00:00:31 | 00:00:01 | Outgoing | 05.53 | |
| 15/08/2003 | 003 | 0 | 72291132 | 00:00:22 | 00:00:00 | 00:00:00 | Incoming | 92951.61 | |
| 15/08/2003 | 003 | 0 | 089722911 | 00:00:24 | 00:00:00 | 00:00:00 | Incoming | 67239.53 | |

After the data is listed in the CDR report, you can:

- **Select the columns to be displayed**
You can define which columns should be displayed in the CDR report. In addition, you can restore the default settings shown on the first call at any time. All columns except for the station name and account code are displayed in the standard view.
- **Sort data**
CDR records are displayed in the sequence in which they were retrieved from the communication system. This means that all of the entries displayed in normal view are sorted by the Date/Time column.
- **Print data**
- **Export data**
The call detail records contained in the CDR report can be exported to an external file.
Data can be exported in the CSV format, where individual fields are each separated by a semicolon (;). A CSV file can be easily read by other applications (such as Microsoft Excel, for example). Data can also be exported as a Microsoft Access database (.mdb file).
This option is disabled if the report is not being displayed or there are no entries.
- **Filter data**
All data records for the previous seven days are displayed whenever the Accounting Manager is started.
The range of data displayed in the CDR report can be changed by means of filters.

No connection data is displayed if:

- the local database of the Accounting Manager is empty.
To display data, the CDR records must be first retrieved from the communication system
- the filter is set incorrectly.

4.3.1 How to Sort Data

Step by Step

- 1) Click on the desired column title.
- 2) You can scroll back and forth through the displayed entries (500 at a time) with the <- and -> buttons.

4.3.2 How to Select the Columns to be Displayed

Step by Step

- 1) Click on the **Show/Hide Fields** button. The **Show/Hide CDR Fields** window appears.
- 2) Select the desired columns in the **Show/Hide CDR Fields** window.
- 3) You can restore the default setting shown on the first call to this function by clicking on the **Default** button in the **Show/Hide CDR Fields** window.

4.3.3 How to Print Data

Step by Step

- › Click on the  icon in the tool bar or select **File > Print** from the menu bar.

4.3.4 How to Export Data

Prerequisites

- Call charge data can only be exported if a CDR report is displayed in the application window.

Step by Step

- 1) Select **File > Export** via the menu.
- 2) You can export the data in CSV format, where the individual fields are each separated by a semicolon (;).

4.4 Filters for GE Reports

All records for the current day are displayed whenever the Accounting Manager is started. The range of data displayed in the CDR report can be changed by means of filters.

The **Filters** window contains tabs on which the settings for the filters can be changed:

| Tab | Filter |
|---------------|---|
| Date/Time | Settings for: Date and time range <ul style="list-style-type: none"> • Date range In the Beginning Date: and End Date: list boxes, select the connection data for a specific date range (day X to day Y). Default setting = the last seven days • Time Range In the Time From: and Time To: list boxes, select the call charge data for a specific daily time period. Default setting = the full day |
| Configuration | Settings for: Station number, trunk, phone numbers and project <ul style="list-style-type: none"> • Station Number In the From/To input fields, select for which stations the connection data is to be displayed in the CDR Report. • Trunk By entering the access code (default setting 801 - 804) of a trunk, only the calls conducted on that trunk are displayed. Before making the following entries, the appropriate configurations must be completed: <ul style="list-style-type: none"> • Numbers • Account Codes |

| Tab | Filter |
|----------|---|
| Call | <p>Settings for:</p> <p>Incoming, Outgoing, Answered and Not Answered calls</p> <ul style="list-style-type: none"> • Call Type The Incoming and Outgoing check boxes allow you to define if the connection data for both incoming and outgoing calls or only incoming or only outgoing calls should be displayed in the CDR Report. Default setting = Incoming and Outgoing • Call Answering The Answered and Not Answered check boxes allow you to define if the connection data for both answered and not answered calls or only answered or not answered calls should be displayed in the CDR Report Default setting = Answered and Not Answered • System Calls System calls are calls triggered by sensors, for example. They are marked by the * character when activated. |
| Cost | <p>Settings for:</p> <p>Lower Cost or Highest Cost</p> <ul style="list-style-type: none"> • By selecting a Cost Limit with the Lower Cost:/Highest Cost: check boxes and specifying an amount, you can define whether only the connection data with a minimum cost or up to a maximum cost should be displayed in the CDR Report. Default setting = disabled |
| Duration | <p>Settings for:</p> <p>Call Duration (Min. and Max) and Ring Duration (Min. and Max).</p> <ul style="list-style-type: none"> • By selecting a Call Duration with the Lowest:/Highest: check boxes and specifying the call duration, you can define whether only the connection data for calls with a minimum call duration or a maximum call duration should be displayed in the CDR Report. Default setting = disabled • Ring Duration By selecting the the ring duration with the Lowest:/Highest: check boxes, you can define whether only the connection data for calls with a minimum ring duration or maximum ring duration should be displayed in the CDR Report. Default setting = disabled |

4.4.1 How to Filter Data

Step by Step

- 1) Click on the  icon in the tool bar select **CDR > Set Filters...** from the menu bar.
- 2) Define the new filter settings in the **Filters** dialog box.

Reports

Filters for GE Reports

-
-
- 3) Click in the individual tabs on **OK**. The report is displayed in accordance with these settings.

5 Configuration

You can configure Accounting Manager via the following windows:

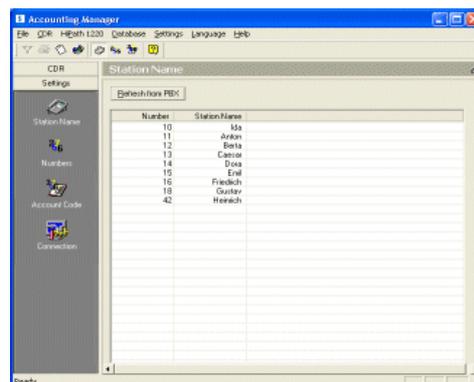
| | |
|---|---|
|  | <p>Station Name window</p> <p>Used to view and retrieve the names assigned to the station numbers.</p> |
|  | <p>Numbers window</p> <p>Used to register numbers assigned to a name. The name is used in the filters.</p> |
|  | <p>Account Code window</p> <p>Used to assign account codes. The data can be filtered by account codes.</p> |
|  | <p>Connection window</p> <p>Used to configure Accounting Manager for communication with the communication system.</p> |

5.1 Station Name

If a phone number entered in this dialog is selected as a filter criterion (in the **Filters** window on the **Configuration** tab), all CDR records that contain the phone number set in the **Station Number** column are displayed in the CDR report. Any number of internal telephone numbers can be entered.

If no settings are made in this window, the option for selecting a telephone number as a filter criterion is deactivated.

In the **Station Name** window, you can create **New** numbers and their associated names as well as **Edit** or **Remove** existing ones.



If **All** is selected in the drop-down list of the **Station Number** field in the **Filters** window (on the **Configuration** tab), all the CDR records stored in the database

will be read out, i.e., the numbers specified in the **Station Name** table will not be included in this case.

If the **Station Name** window is empty, the **Station Number** field in the **Filters** window (**Configuration** tab) is deactivated.

5.1.1 How to Create a New Station

Step by Step



- 1) Click on the  (Station Name) icon in the tool bar.
- 2) Click in the **Station Name** window on **New**.
- 3) Enter an internal phone number in the **Number** input field.
- 4) Enter a short name to identify the number in the **Station Name** input field. This name is displayed in the **Filters** window (**Configuration** tab) in the drop-down list of the **Station Name** field. In the drop-down list, the entered name then appears after the number.
- 5) Click on **Close and Save** if you want to save the new station.

5.1.2 How to Edit a Station

Step by Step



- 1) Click on the  (Station Name) icon in the tool bar.
- 2) Click on **Edit**.
- 3) Select the appropriate number that you want to edit in the **Station Name** window.
- 4) Edit the number or station name as desired.
- 5) Click on **Close and Save** if you want to save the edited settings.

5.1.3 How to Remove a Station

Step by Step



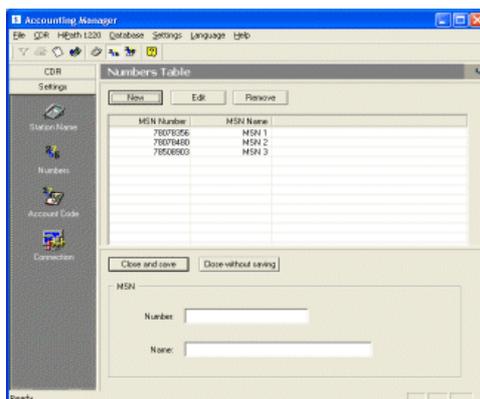
- 1) Click on the  (Station Name) icon in the tool bar.
- 2) Click **Remove**.
- 3) Select the appropriate number that you want to delete in the **Station Name** window.

- 4) Click on **Close and Save** if you want to save the new settings.

5.2 DID numbers

If an external phone number entered in this dialog is selected as a filter criterion (in the **Filters** window on the **Configuration** tab), all CDR records that contain the external phone number set in the **Dialed Number** column are displayed in the CDR Report. Any number of external call numbers can be specified. If no settings are made in this window, the option for selecting a number as a filter criterion is deactivated.

In the Numbers Table window, you can create **New** phone numbers as well as **Edit** or **Remove** existing ones.



If **All** is selected in the drop-down list of the **Numbers** field in the **Filters** window (**Configuration** tab), all the CDR records stored in the database will be read out, i.e., the external phone numbers specified in the Numbers table will not be included in this case (this field is deactivated if the Numbers Table is empty).

5.2.1 How to Create a New Phone Number

Step by Step



- 1) Click on the  (Numbers) icon in the tool bar.
- 2) Click in the **Numbers Table** window on **New**.
- 3) In the **MSN (Multiple Subscriber Number)** area, enter the external phone number without the external code 0 in the **Number** input field.
- 4) In the **MSN (Multiple Subscriber Number)** area, enter a short name to identify the number in the **Name** input field. This name is displayed in the **Filters** window (**Configuration** tab) in the drop-down list of the **Numbers** field. In the drop-down list, the entered name then appears after the number.
- 5) Click on **Close and Save** if you want to save the new number.

5.2.2 How to Edit a Phone Number

Step by Step



- 1) Click on the  (Numbers) icon in the tool bar.
- 2) Click on **Edit**.
- 3) Select the appropriate number which you want to edit in the **Numbers Table** window.
- 4) Edit the number or name as desired.
- 5) Click on **Close and Save** if you want to save the edited number or name.

5.2.3 How to Remove a Phone Number

Step by Step



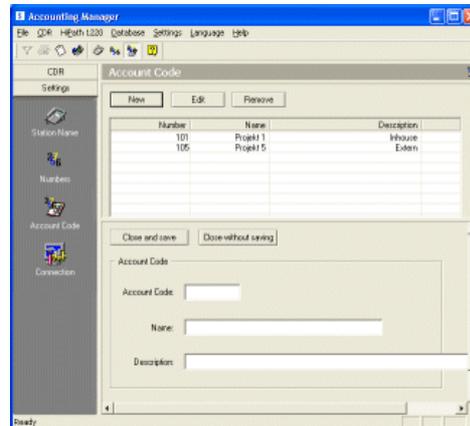
- 1) Click on the  (Numbers) icon in the tool bar.
- 2) Click **Remove**.
- 3) Select the appropriate number which you want to delete in the **Numbers Table** window.
- 4) Click on **Close and Save** if you want to save the new settings.

5.3 Account Codes

You can assign account codes in the communication system, which allows you to charge external calls to specific projects by specifying the service code (e.g., *60) + account code.

If the corresponding project costs are to be displayed as filter criteria or as an account code graphic, you must assign names to the account codes. Only account codes that have been assigned a name can be selected as a filter criterion or displayed in the Account Code Graphic.

In the **Account Code Settings** window, you can create **New** account codes or **Edit** or **Remove** existing ones.



5.3.1 How to Create a New Account Code

Step by Step



- 1) Click on the  (Account Code) icon in the tool bar.
- 2) Click in the **Account Code Settings** window on **New**.
- 3) Enter the project number in the **Account Code** input field.
- 4) Enter a short name to identify the account code in the **Name** input field. This name is displayed in the **Filters** window (**Configuration** tab) in the drop-down list of the **Project** field. In the drop-down list, the entered name then appears after the account code.
- 5) You can enter a detailed project description in the **Description** input field. This field is optional and has no effect on the Account Codes function.
- 6) Click on **Close and Save** if you want to save the new account code.

5.3.2 How to Edit an Account Code

Step by Step



- 1) Click on the  (Account Code) icon in the tool bar.
- 2) Click on **Edit**.
- 3) Select the appropriate number that you want to edit in the **Account Code Settings** window.
- 4) Edit the number or name as desired.

- 5) Click on **Close and Save** if you want to save the edited account code.

5.3.3 How to Remove an Account Code

Step by Step



- 1) Click on the  (Account Code) icon in the tool bar.
- 2) Click **Remove**.
- 3) Select the appropriate number that you want to remove in the **Account Code Settings** window.
- 4) Click on **Close and Save** if you want to save the new settings.

5.4 Connection

The **Connection** window displays the connection data for the communication server, which is automatically installed with the software. In addition, the retrieval of CDR data from the communication system can also be automated here.

The Accounting Manager must be connected to the communication system via the so-called communication server.

By default, the CDR data is only retrieved from the communication system if you request it. You can, however, specify that the data is to be retrieved automatically at specific time intervals or once daily at a specific time.

5.4.1 How to Configure the Communication Server

Step by Step



- 1) Click on the  (Connections) icon in the tool bar.
- 2) Enter the IP address of the communication system (the default is 192.168.1.2) in the **Server** field in the **Communication Server** area.
- 3) Enter the port 443 (HTTPS) in the **Port** input field.
- 4) In the **User name** input field in the **Login** area, enter a valid administrator ID in the communication system.
- 5) Enter the valid password in the **Password** input field.
- 6) Click on **Apply changes**.

5.4.2 How to Automate the Retrieval of Call Charge Data

Step by Step



- 1) Click on the  (Connections) icon in the tool bar.
- 2) In the **Automatic Switch Data Retrieving** field, enable the option **Manual data retrieving** if you do not want to automatically retrieve the data. This option is the default setting.
- 3) If you want to automatically retrieve the data at regular intervals, enable the option **Retrieve data after each ... minutes** in the **Automatic Switch Data Retrieving** field. Enter the number of minutes for this purpose.
- 4) If you want to automatically retrieve the data once a day, enable the option **Retrieve data once a day at** in the **Automatic Switch Data Retrieving** field. Enter the time for this purpose.
- 5) The **Restore Defaults** button allows you to restore the default setting (manual data retrieval).
- 6) Click on the **Apply changes** button.

6 Maintaining the Database

With database maintenance, you can boost the performance of the Accounting Manager by reducing the database size or compacting the database.

These measures have a significant impact on the performance of the Accounting Manager. If you notice after some time that creating graphics or displaying a report when using a filter takes longer than usual, you should consider deleting some older records from the local database. If the size of the database cannot be reduced by deleting older data, then try compacting the database.

6.1 How to Delete Older Records

Step by Step

- 1) Select the menu item **Database > Maintenance** in the menu bar.
- 2) Click in the **Database -> Maintenance** window on **Remove registers older than**
- 3) Enter the desired date. All records that were created before the specified date are permanently removed from the database.
- 4) Click on **Perform Selected Action**.

6.2 How to Compact the Database

Step by Step

- 1) Select the menu item **Database > Maintenance** in the menu bar.
- 2) Click in the **Database Maintenance** window on **Compact Database**.
- 3) Click on **Perform Selected Action**.

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