

OA Collector 5000 User Guide

OA Reporter Call Accounting System

OA Collector 5000 is part of *OA Reporter*. *OA Reporter* using *OA Collector 5000* is compatible with the Inter-Tel/Mitel 5000 series telephone system.

OA Collector 5000 captures call records (SMDR) from the Inter-Tel/Mitel 5000 and stores them in files identified with the .KAR extension. Each .KAR file stores a single day's call records.

OA Collector 5000 is installed on a PC that is physically connected to the same network as your 5000. A static IP address will be assigned to your 5000 by Office Automation.

The *OA Collector 5000* can reside on any PC on your network as long as *OA Collector 5000* is running 24x7 to capture call records. *OA Collector 5000* does not use any buffer boxes or use the Accessory Talk as a buffer for call records.

Overview

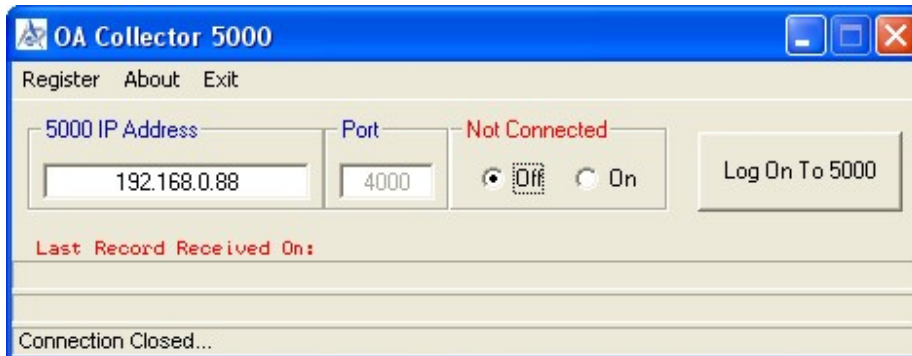
OA Collector 5000 is very simple to use with only a few steps needed to be capturing call records. After *OA Collector 5000* is installed and the program is started, input the IP Address of your 5000 system assigned at installation. You may need to confirm this information with Office Automation or your network manager. Programming changes may need to be made by Office Automation before calls can be captured.

Select ON and then within 5 seconds, click the LOG ON TO 5000 button. Below you will see a screen of a typical correctly connected *OA Collector 5000*. If you do not log on within 5 seconds the 5000 system will close the port.

Once connected, you should be collecting records. If you cannot successfully connect to the 5000, call Office Automation for assistance.

STARTING *OA Collector 5000*

When *OA Collector 5000* is started, a frame with an OFF and ON button showing **Not Connected**, is displayed with the OFF button highlighted. In this state, the IP ADDRESS and LOG ON TO 5000 are available to adjust. *OA Collector 5000* is not capturing call records from the 5000 when in this state.



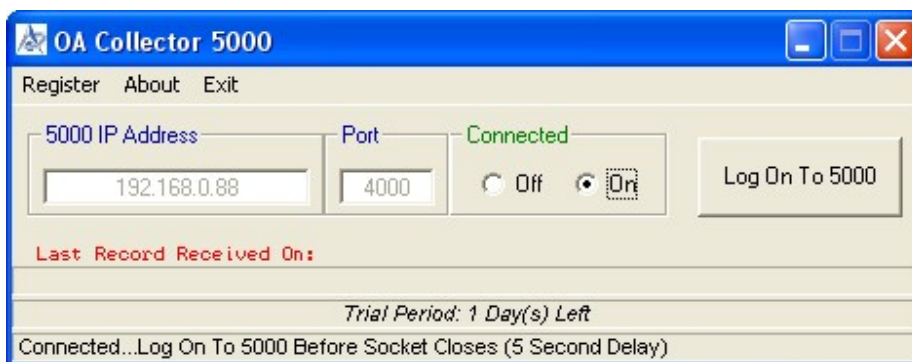
Input the IP ADDRESS the 5000 is assigned. You may need to consult with Office Automation or network manager to confirm this address. If this address is not correct, *OA Collector 5000* will not be able to capture the SMDR call records.

The PORT (4000) is adjustable and must match the port programmed in the 5000.

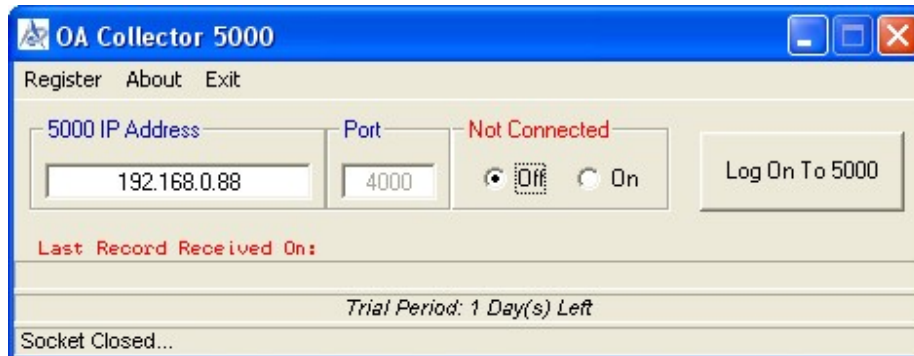
The 5000 does allow for a password to be assigned in programming for port 4000. At this time, *OA Collector 5000* **does not** allow the use of a password. Do not place a password in the 5000 as this will prevent *OA Collector 5000* from capturing call records. A future release may include this feature.

See Appendix B for suggested 5000 settings and discussion.

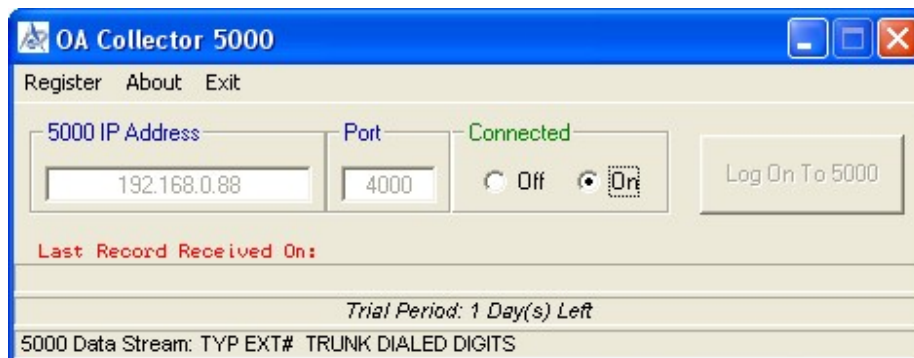
Once the IP ADDRESS is set properly, select the ON button. The **NOT CONNECTED** will change to **CONNECTED**. You will have approximately 5 seconds to click the LOG ON TO 5000 button before the 5000 disconnects from *OA Collector 5000*.



If you wait longer than 5 seconds, the 5000 will time-out and close the socket. The screen will look like the following.



Select LOG ON TO 5000 to complete the connection process. The last of 3 status lines will indicate the process of these steps. The following picture shows how the screen should look when properly connected to the 5000.

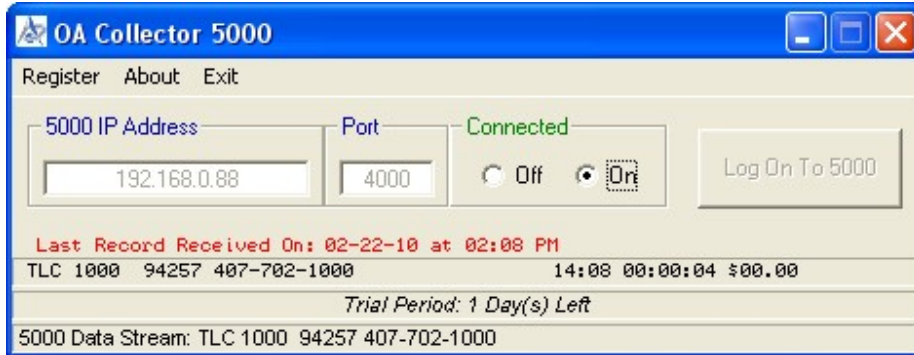


COLLECTING RECORDS

When the ON button is selected and you see the **CONNECTED** indication, you should be ready to collect call records.

How do you know when you are collecting records? The status line under the label **Last Record Received On:** will display the last record the *OA Collector 5000* received. The date and time of the last record will appear to the right of **Last Record Received On:**. This allows for knowing if the *OA Collector 5000* is receiving records and how long ago the last record was stored. This can help trouble-shoot if you suspect no or few call records appear to be captured.

Try placing a call from your 5000 and wait until the call time appears in the display of your phone. When you hang-up, that call information should appear in the first status line.



Until a call record appears in the first status line of *OA Collector 5000*, *OA Reporter* will not be able to display your call information.

14 Day Trial Period/Registration

OA Collector 5000 has a 14-day trial period built-in. When installed, the second status line will indicate the state of registration. The trial period will count down the days until it expires. At this point, *OA Collector 5000* will no longer capture records until a registration number is obtained from your vendor.

Once purchased, a registration will be emailed, mailed, or delivered to you. You will open the Registration screen and input the number. We recommend you copy and paste the number to eliminate typo errors.

The registration screen appears as follows:



The last status line of OA Collector 5000 is simply raw data or connection status of OA Collector 5000. There is no need to worry about this data. The data is for a reference and can provide useful information in trouble-shooting.

Registering OA Collector 5000

When *OA Collector 5000* is purchased, you will receive a Registration number.

Click *Register* to start the registration process. Based upon your purchase, this Registration Number will configure your *OA Collector 5000*. The status of this registration can be viewed from the *About* screen.

Contact Office Automation for pricing and availability.

Once the Registration number is installed on a PC, it cannot be installed on a different PC unless you have purchased a license allowing for multiple PC installation. The registration number and your PC's unique hardware code are stored at a central server. You may uninstall and reinstall on that PC as many times as you like. If for some reason you need to install on another PC due to hardware failure, you will need to contact Office Automation to obtain a new registration number.

About

The ABOUT menu item displays a screen showing the current version of *OA Collector 5000* as well as Trial or Registration status.



.KAR Records

.KAR records are produced by *OA Collector 5000* when storing call records (SMDR) from the Inter-Tel/Mitel 5000.

.KAR records are stored in files according to date. For example, a call record stored on January 1, 2010 will be located in a file named **01012010.KAR** . These files are ASCII files that can be opened by any text editor. Be careful and do not edit these files unless you are comfortable with the SMDR raw data from the 5000. If these files are edited incorrectly, they will no longer be processed or may be processed incorrectly.

.KAR files use the date and time of the PC where *OA Collector 5000* resides. It is important to keep the PC clock set correctly and matching your 5000 s'date and time.

In the event you are ready to delete old records or move them to permanent storage (CD, DVD, etc.) you can simply locate the date(s) you wish to remove and delete or copy them. You do not have to worry that deleting these files will disrupt or corrupt the *OA Reporter* database.

Summary

OA Reporter was designed to be simple to use and a great value compared to other Inter-Tel/Mitel compatible call accounting systems.

OA Collector 5000 has a very easy task, capture the raw record from the 5000 and write it to a file. That s'all it does. *OA Collector 5000* does not process the calls. The *Reporter* application performs all call processing, which makes *OA Collector 5000* a very low resource application.

It is not recommended *OA Collector 5000* be installed on the Windows based Axxessory Talk Voice Mail. *OA Collector 5000* should be installed on a separate PC. That PC can be used for other things as long as it is always running the *OA Collector 5000*.

Remember, if *OA Collector 5000* is not properly connected to the 5000 you will not store any call records!

For any installation and use questions, please contact Office Automation.

APPENDIX A

Recommended Hardware For *OA Collector 5000*

OA Collector 5000 requires very little in hardware except the recommended hardware when installing Microsoft Windows 2000, XP, Vista, or 7.

If *OA Reporter* will also be running on the PC with *OA Collector 5000*, the more RAM (128mb or higher) the better. Because the call records are saved in text files, the amount of hard drive space will determine how many call records you can store.

Monitor your hard drive space. However, drives today are very large which generally means, hard drive space should not be an issue when running *OA Reporter*.

If you decide to use an older computer for *OA Collector 5000*, you can use these minimum recommendations.

- 600 Mhz Processor
- 1 Serial Port
- VGA with a minimum 800x600 256 Colors
- CD-ROM
- 128 Megs RAM
- NIC card
- Windows 2000, XP, Vista, or 7

Connecting *OA Collector 5000* To The Inter-Tel/Mitel 5000

The *OA Collector 5000* uses the IP Address already assigned by your vendor installer to your 5000 phone system. It uses port 4000 by default. Networked 5000 systems can have call records report to a specific Node. That Node's IP Address can then be used to collect all the records from all the nodes.

APPENDIX B

Inter-Tel/Mitel 5000 Recommended Settings

SMDR Settings

- **Output Active** = Yes
- **Set Output Port** NONE (This setting will send the records out the IP Address)
- **Display Elapsed Time In Seconds** = No
- **Suppress Outside Party Number** = No (This is your Caller ID number!)
- Set all **Record All ...** options to Yes
- **Devices** Define all stations for SMDR records. (See Note)

Note: If you have someone in the company, like the boss, who does not want their calls captured, the **Devices** area is the place to remove them.

Trunks Using DNIS/DID

Your Telco carrier sends DNIS/DID digits to your 5000. These digits can be used to direct calls to specific stations or voice mail applications. The Inter-Tel SMDR records combine the DNIS/DID digits with the **Service Base Number**, which can be found in the individual **Trunk** settings. The **Service Base Number** field can be left blank without causing a routing problem in your 5000. By doing this, only the DNIS/DID digits will appear in the SMDR record. Define your DNIS/DID digits in *Reports* database for DNIS/DID reports as either just the DNIS/DID digits or **Service Base Number** plus DNIS/DID digits based upon the programming in the 5000. If the DNIS/DID number is not defined in the *Reports* database exactly the way the Inter-Tel SMDR record shows, DNIS/DID reports will show no activity.

Ports

Set to NONE to send to 5000 IP Address. You can send the records to a Remote Node and collect the records of all your nodes from a single node

Valid Call

There is a setting in **Timers and Limits** called **Valid Call**. By default, it is set for 15 seconds. The 5000 does not produce a SMDR call record until this timer expires. If you wish to have call records generated quicker, set this timer lower. Most call accounting users set this timer to 5 seconds.

IMPORTANT: Please Read Sockets

Sockets

Enable SMDR but DO NOT enter a password.

Programming the recommended settings in 5000 database programming is beyond the scope of this document. If needed, contact Office Automation for assistance.