

OA Collector User Guide

OA Reporter Call Accounting System

OA Collector is part of the OA Reporter Call Accounting System. OA Reporter is compatible with the Inter-Tel AXXESS telephone system.

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

OA Collector is installed on a PC that is physically connected via a serial cable to the Inter-Tel AXXESS serial port assigned to deliver SMDR or to an Inter-Tel PCDPM installed in an Inter-Tel Digital Keyset.

OA Collector must be running and connected to your Inter-Tel AXXESS at all times in order to collect the call records!

STARTING OA Collector

When *OA Collector* is started, a frame with an OFF and ON button showing **Not Connected**, is displayed with the OFF button selected. In this state, the serial PORT, BAUD, and HANDSHAKING are available to adjust and *OA Collector* is not capturing call records from the AXXESS.



Select the serial PORT (1, 2, 3 or 4) the PC will use to capture the call records.

Next, select the BAUD rate. There are only two possibilities, 4800 and 9600.

If you are connecting *OA Collector* directly to the Inter-Tel AXXESS, select 9600. That is the default value of the AXXESS CPU/CPC. Have Office Automation (407-702-1000) program one of the available serial ports of the AXXESS as the SMDR port and have the baud rate of that port set to 9600.

If you are connecting *OA Collector* to a PCDPM installed in one of the AXXESS digital keysets set as a system serial port, then select 4800. 4800 is the default baud rate of a PCDPM.

Next, select the HANDSHAKING. By default, *OA Collector* selects SOFTWARE. Either adjust the AXXESS for this setting or adjust *OA Collector*.

As long as the settings you selected for *OA Collector* match the settings in the AXXESS, *OA Collector* should function properly.

See Appendix B for suggested Inter-Tel AXXESS settings and discussion.

Once the PORT, BAUD, and HANDSHAKING are set properly, select the ON button. The **NOT CONNECTED** will change to **CONNECTED** and the PORT, BAUD, and HANDSHAKING settings will gray-out and not be accessible for change.



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? There are three boxes under **Last Record Captured** ... These three boxes will display the time, date, and raw record of the last call *OA Collector* received.

Try placing a call from your AXXESS system and wait until the call time appears in the display of the digital keyset phone. When you hang-up, that call information should appear in the three boxes. If nothing happens then review your settings in both *OA Collector* and AXXESS and make sure the cable is properly connected between the PC and AXXESS and try another call.

Until a call record appears in the 3 boxes of *OA Collector*, *OA Reporter* will not be able to display your call information.

14 Day Trial Period/Registration

OA Collector has a 14-day trial period built-in. When installed, below the three boxes where the **Last Record Captured** .. is indicated, three other boxes appear.

The first box during the trial period will indicate how many days are left on your trial. Once the trial expires, *OA Collector* will not run. Upon purchase you will receive a Registration Number. This Registration Number will determine based upon your purchase how many PC s' and for how long the Registration Number is valid. Only one *OA Collector* is required per single or networked AXXESS system.

The next box is simply the current date as set in your PC. Make sure the PC date and time are correct.

The last box is the *OA Collector* propeller. This is simply a visual indication that *OA Collector* is running and hopefully collecting records. If the propeller is not spinning either the **OFF** button is selected, or the PC has all of its resources performing some other task or the application is no longer communicating with the PC s' processor. If this happens make sure the **ON** button is selected or if *OA Collector* appears to be frozen, reboot your PC and start *OA Collector* again.

Registering OA Collector

When *OA Collector* 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*. The status of this registration can be viewed from the *About* screen.

Contact Office Automation (407-702-1000) 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 (407-702-1000) to obtain a new registration number.



The screenshot shows a Windows-style dialog box titled "OA Collector Registration". It has a blue title bar with a close button (X) in the top right corner. The main area is light beige and contains the following text: "Exit" in the top left; "To Register This Software, This Computer Must Have Access To the Internet. Please Provide An Email Address (Not Required) So We Can Notify You When An Update Is Available. If For Some Reason This Computer Does Not Have Access To The Internet, Contact Office Automation Inc. For Help." in the center; "Enter Registration Number" above a text input field; "Enter Email Address For Update Notification" above another text input field; a "Register" button; and "Computer ID" above a text field containing the value "2EBB-C863-54D6-D1CE".

About

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



.KAR Records

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

.KAR records are stored in files according to date. For example, a call record stored on November 16, 2009 will be located in a file named **11162009.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 AXXESS. 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* resides. It is important to keep the PC clock set correctly.

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

The *OA Reporter* was designed to be simple to use.

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

It is not recommended *OA Collector* be installed on the Windows based Axxessory Talk Voice Mail. *OA Collector* 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*.

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

For any installation and use questions, please contact Office Automation (407-702-1000).

APPENDIX A

Recommended Hardware For *OA Collector*

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

Some newer PC s are no longer providing serial ports or only providing one serial port. *OA Collector* requires a serial port for capturing call records. A device like a Serial-To-USB device can be used as long as the phantom serial port can be set to one that is compatible with *OA Collector* (Ports 1, 2, 3, or 4).

If *OA reporter* will also be running on the PC with *OA Collector*, 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 for running *OA Reporter*.

If you decide to use an older computer for *OA Collector*, 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 for sharing records with multiple CAS Reports installations
- Windows 2000 or XP

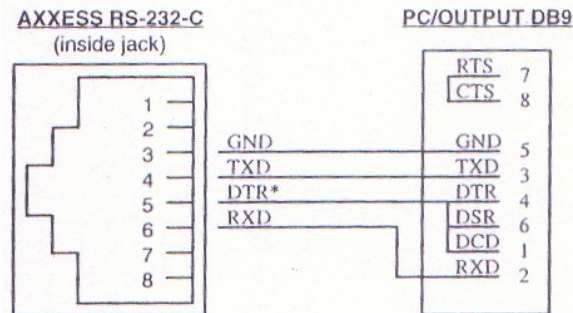
Connecting *OA Collector* To The Inter-Tel AXXESS

The connection from *OA Collector* to the Inter-Tel AXXESS is equivalent to the cable used to program the Inter-Tel AXXESS. If you do not program your own system and do not have an extra programming cable, contact Office Automation (407-702-1000) and request to purchase.

If *OA Collector* will be located beyond the distance of a standard cable (typically 6 12 feet) then you may need to have Office Automation install a serial cable for you.

Do not exceed 50 feet for a serial cable although with high-grade shielded cable you may be able to go further, but at your own risk.

Here is a drawing of the cable connection required for a DB9 to AXXESS serial connection:



Inter-Tel PCDDM As An Alternate Call Record Output Source

Inter-Tel does provide an adapter called a PCDDM. This adapter is installed in an Inter-Tel Digital Keypad and assigned as a System Serial Port. The advantage here is when the computer running *OA Collector* is more than 50 feet away from the AXXESS equipment or running a serial cable to the computer is not recommended. This allows using the existing wiring to the Digital Keypad for delivering the call records to *OA Collector*.

The PCDDM has as a RS-232C connector. This connector is rather short, so an extension cable purchased from your local computer supplier may be required to reach from the phone to the back of your PC's serial port.

The Inter-Tel AXXESS will need to be programmed to configure the phone with the PCDDM as a SYSTEM SERIAL port. When assigned as a SYSTEM SERIAL port, the call records (SMDR) can be directed to this port. The maximum baud rate of the PCDDM is 4800. *OA Collector* is compatible with this connection.

It is beyond the scope of this User Guide to describe the installation and programming of the Inter-Tel PCDDM. Contact Office Automation (407-702-1000) for pricing and installation.

APPENDIX B

Inter-Tel AXXESS Recommended Settings

SMDR Settings

- **Output Active** = Yes
- **Set Output Port** (CPU Ports By Default are PP100, PP101, PP102)
- **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 AXXESS. 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 AXXESS. By doing this, only the DNIS/DID digits will appear in the SMDR record. Define your DNIS/DID digits in OA Reporter 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 AXXESS. If the DNIS/DID number is not defined in the OA Reporter database exactly the way the Inter-Tel SMDR record shows, DNIS/DID reports will show no activity.

Serial Ports

Also designated as **Output Port** in the AXXESS. The SMDR port settings should be set for: **Bit Rate** 9600 baud, **Software Handshaking** set to Yes, **Hardware Handshaking** set to No, and **Auto Baud** set to No. If **Auto Baud** is set to Yes and the port should somehow be changed, *OA Collector* will no longer collect records.

Valid Call Timer

There is a setting in **Timers and Limits** called **Valid Call**. By default, it is set for 15 seconds. Inter-Tel 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.

Programming the recommended settings in AXXESS database programming is beyond the scope of this document. If needed, contact Office Automation (407-702-1000) for assistance.