

GBS Software and Services

---

# TeleTellus *pro*

Telephone system reporting and call accounting software.

## USER GUIDE

**Version 6**



Help Desk Support: +61 2 8577 5033

[gbstech@optusnet.com.au](mailto:gbstech@optusnet.com.au)

GBS Software and Services



# Table of Contents

<b>1. OVERVIEW</b>	<b>4</b>
<b>2. SETUP</b>	<b>6</b>
2.1 PHONE SYSTEM COMMUNICATION	8
2.2 EMAIL SERVER	9
<i>Server SMTP</i>	9
<i>User Authentication</i>	9
<i>Email Address to Receive Replies</i>	9
<i>Test Email</i>	10
2.3 TELEPHONE RESOURCES	11
2.3.1 <i>Import</i>	11
2.3.2 <i>Lines</i>	12
2.3.3 <i>DID / DDI</i>	13
2.3.4 <i>Extension</i>	14
2.3.5 <i>Departments</i>	15
2.3.6 <i>Groups</i>	16
2.3.7 <i>Importing Data from CSV or txt files</i>	18
2.4 CALL CHARGE RATES	20
<i>Basic Trunk Call Cost Considerations</i>	20
<i>Setting up your call rates</i>	22
<i>Carrier Trunk Line Charges</i>	23
<i>Talk Time Based Call Charging</i>	24
2.5 PRIVACY	25
2.6 BUSINESS HOURS	25
<b>3. ALARM AND NOTIFICATIONS</b>	<b>26</b>
3.1 ALARMS	26
<i>Database Size Alarm</i>	26
<b>4. MAIN SCREEN - MONITORING</b>	<b>28</b>
4.1 REPORT DATA	29
4.3.1 <i>Extensions</i>	29
4.3.2 <i>Departments</i>	29
4.3.3 <i>Direct Dial In (DDI)</i>	29
4.3.4 <i>Groups</i>	30
4.3.5 <i>Lines (Trunk)</i>	30
4.2 TREND GRAPH	30
4.3 REPORT DATE RANGE	31
4.4 CALL FILTER SETTINGS	32
<i>WildCard symbol *</i>	32
4.3.6 <i>Telephone System Usage Analysis</i>	33
<i>Drilling Down to show Call Details</i>	34
4.4 PRINT & EXPORT	35
<b>5. REPORTS</b>	<b>36</b>
5.1 REPORT BUILDER	36
<i>Using the Report Builder</i>	37
<i>Schedule Email Reports</i>	38
<i>Call Filters</i>	38
<i>Detail Settings</i>	39
5.1.1 <i>Output Report Format</i>	40
<i>Summary Report</i>	40
5.1.2 <i>Trend</i>	42
5.1.3 <i>Detail Report</i>	43
5.2 PHONE BILL	44
<b>6. DATABASE MANAGEMENT</b>	<b>46</b>
6.1 SMDR DATABASE	46
6.2 AUTO BACKUP DATABASES	47
<b>7. TROUBLESHOOTING</b>	<b>48</b>
1. COMMUNICATION PROBLEMS	48
2. FILE OR DATABASE ERROR MESSAGES	48
3. INCORRECT DATA APPEARING IN THE CALL MONITOR	49
4. ERRORS AND DATA FILES	49

---

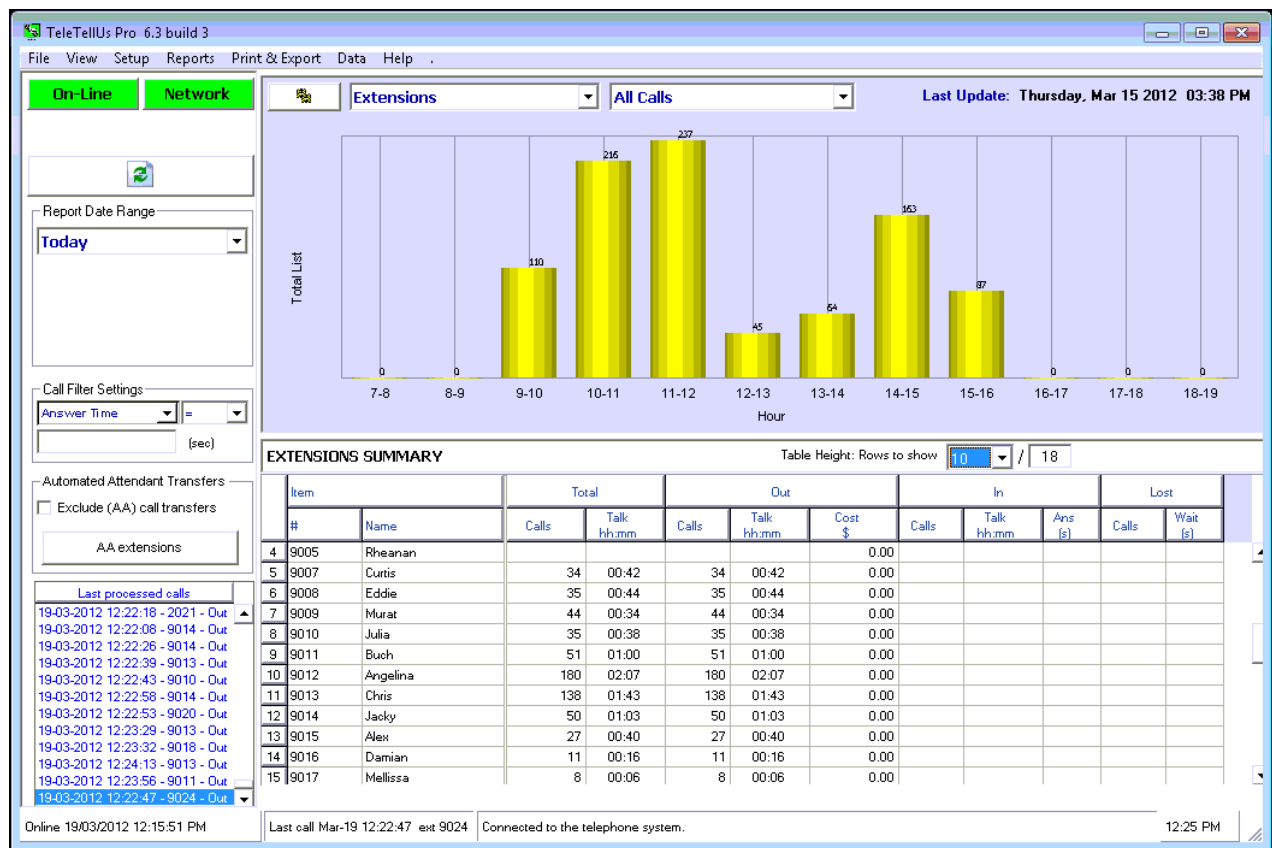
# 1. Overview

Welcome to the usage of TeleTellus pro software for your business or organisation. As the internet is providing mainstream information to the masses, the telephone is playing an increasingly more important role in handling special sales, and service enquiries.

TeleTellus pro helps enterprises to better manage their telephone system resources and costs by providing access to practical and effective information about the call traffic, usage and costs of their phone business activity. Information is can be analysed in a summary graph basis, or detailed down to specific calls received or made by the phone extensions.

TeleTellus pro requires little training to use, and can provide call statistics simply by viewing and printing call statistics from the main screen, or setting up the Report builder to generate reports via email.

This user guide can be used to assist administration and management staff in better understanding the range of facilities and functions available within the program.



## **Key Features at a Glance:**

TeleTellus pro is simple use and offers a powerful to monitor and report on call statistics.

1. Graphical and table based call statistics.
  2. Call Data can show extension and trunk line names.
  3. View today or past history and archived call data.
  4. In-built call costing tables which can be edited to suit local costing requirements
  5. Customise specific call reports to show summary, detail or trend data for extensions, lines, account codes, dialed numbers, direct dialed numbers, call groups and departments.
  6. Search Calls with specific criteria, e.g. incoming calls to a specific group or user extension
  7. Automatic email notifications for lost calls, long waiting calls, and calls to specified telephone numbers
  8. Automatic reporting of daily, weekly or monthly call statistics.
-

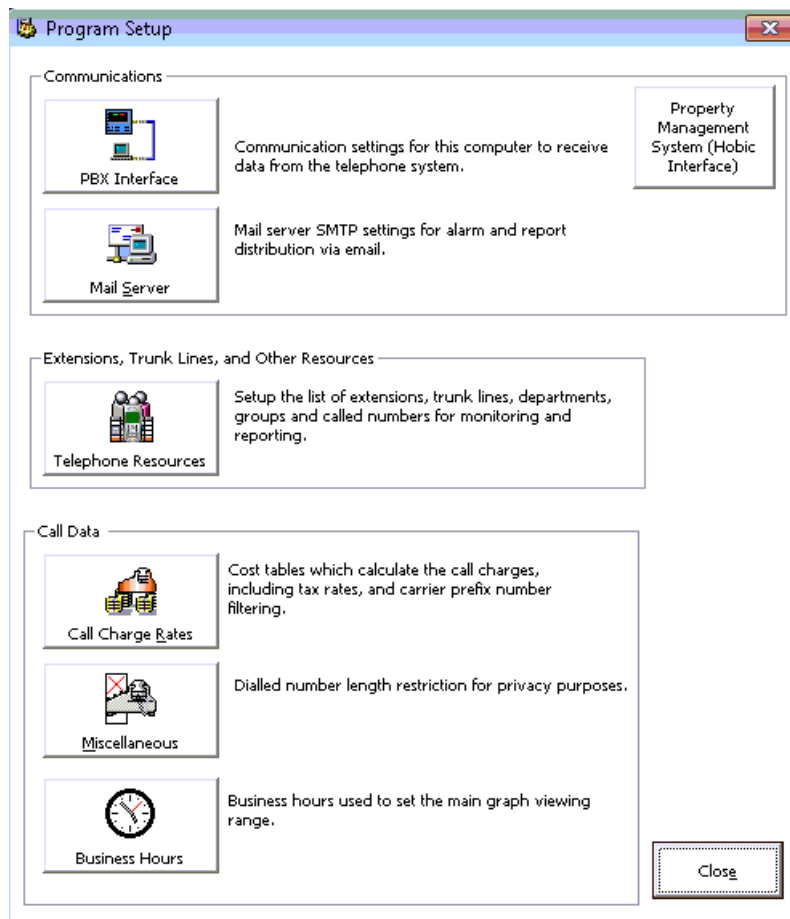


## 2. Setup



The main important setup for TeleTellus pro is to establish the communication settings to ensure that data is correctly received from the phone system. In addition, if you wish to establish reports via email, you must configure the email server SMTP address (see below). Apart from these, TeleTellus pro can operate effectively within minutes of operating.

Your authorised reseller may need to advise or assist you in connecting the TeleTellus Pro program to the phone system. To setup labels for extension names, groups, departments and lines, we suggest you click on the Telephone Resources button.



### Communications

The communication settings that may require modification can be viewed via the PBX interface button.

To receive reports and alarm notifications via email, you will need to click on the Mail Sever button.

---

## **Extensions, Lines, Departments, and Group definitions**

This allows you enter extension names for display and reporting purposes. You can also specify which items are to be displayed on the main screen for easy monitoring of call statistics.

## **Call Data**

To modify the call charges for billing and costing outgoing and incoming calls, click on the Call Charge Rates button.

The business hours are used to set the range of times that the bar graphs are displayed.

---

## 2.1 Phone System Communication

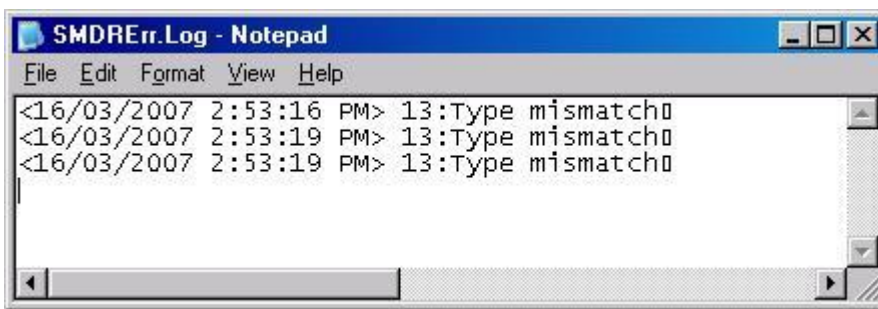


This screen specifies the communications settings that TeleTellus pro uses to receive data from the phone system. Generally the types of communications used may be a serial, Ethernet or file access. In general, the settings should match the settings configured in the phone system.

If you are having difficulty with receiving data, you may first check

- a. The phone system has been enabled to send call data for incoming and outgoing calls.
- b. The communications link is connected for serial cables.
- c. The local pc windows firewall setting has been adjusted for Ethernet links
- d. The format of the data (date or type is correct and matches the phone system setting)

Check the SMDR error log file from the main screen menu View\SMDR error log to check if errors are occurring for each time a call is received from the PABX. This may indicate an invalid setting.



If you require assistance please contact your authorized reseller, or GBS help desk on [+612 8577 5033](tel:+61285775033)

---



## 2.2 Email Server

TeleTellus pro is able to send call notifications and reports to nominated email addresses. This screen requires you to enter the IP or name address for your email server. Please consult with your IT manager or consultant to identify the following setup data

A screenshot of a Windows-style dialog box titled "Email Server Connection". It contains several input fields and a checkbox. The "Server (SMTP Address)" field contains "mail.optusnet.com.au". The "User Authentication (optional)" section has a checked checkbox "My Server requires outgoing email user authentication". Below it, the "Username" field contains "taylor" and the "Password" field contains "\*\*\*\*\*". There is an empty "Email address to receive replies from the mail server for failed email transmissions" field. The "Test Email" section has an empty "Recipient Email Address to receive the test message" field and a "Send Test Message" button. At the bottom are "OK" and "Cancel" buttons.

### Server SMTP

Email Server Address for Outgoing Mail (SMTP)

This can be the IP address e.g. **192.168.0.1**

or the corresponding name e.g. **mail.ISP.com**

### User Authentication

This may be optional. Check with your ISP or IT manager. Enter the user name and password that is required to log onto your email account. Normally this is the same as the login user name and password for receiving mail messages.

### Email Address to Receive Replies

This email address will be used in cases where a failure has occurred to send a report, or for other email transmission problems, such as invalid user email addresses. A failure in sending an email to one of the nominated users, will result in replies being sent to this email address. It is suggested that this email address should be one, which can be managed by the IT administrator ;

---

e.g. [TeleTelluspro@mycompanydomain.com](mailto:TeleTelluspro@mycompanydomain.com)

## **Test Email**

Use this facility to generate a test email message to the email address entered, so that you can check if the server address and user authentication have been correctly entered.

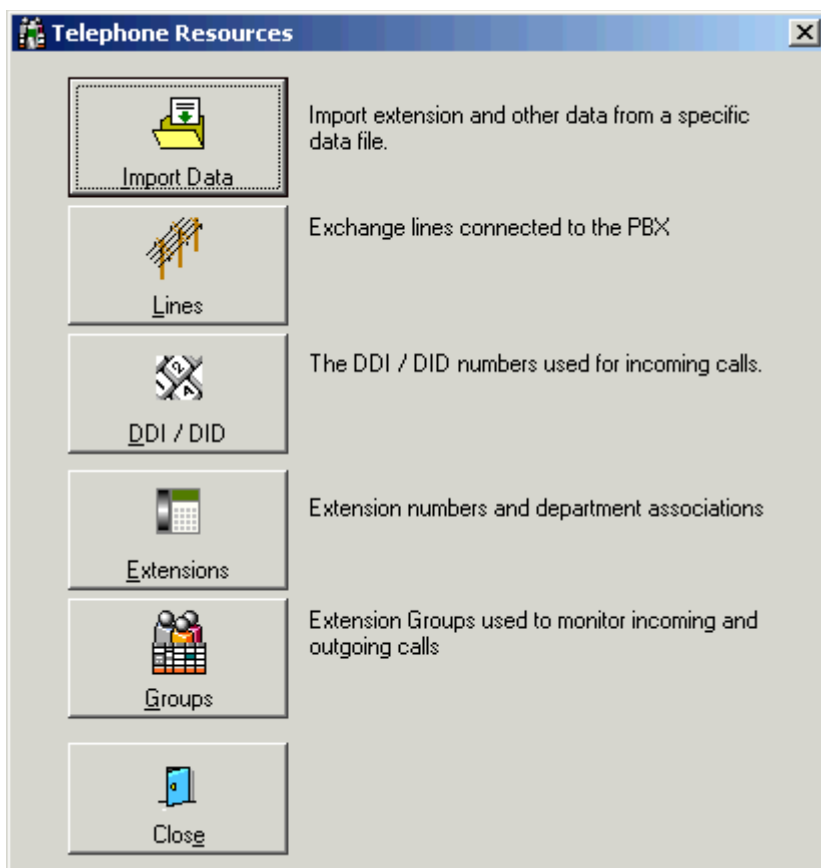
If the email is not received, or an error message occurs, check the server IP address and user authentication. If the problem persists, consult your IT manager to check if the appropriate permissions are established for allowing TeleTellus pro to send email messages.



## 2.3 Telephone Resources



TeleTellus pro is able to display names instead of numbers for lines, extensions, direct indials (DDI). You can enter the list of data to be monitored and reported, or you can quickly create a list of extensions from calls already received, and then simply add a name. Alternatively if you have a list of extensions and associated names in a text file, you can import this list to save you entry time.



### 2.3.1 Import



This applies to certain PABX systems only where a text file containing extension, lines etc definitions is generated by some program tool can be imported into TeleTellus pro to save time entering in the extension names etc into TeleTellus pro. Please consult with your authorised reseller for further information.

---

## 2.3.2 Lines



Setup the list of lines to monitor on the main screen. The Trunk type is used in the Telephone System Usage Reports pie chart display, showing the percentage calls handled by the various types of lines you wish to monitor.

**Trunk Lines**
✕

Trunk Line Type	
1	ISDN
2	GSM
3	PSTN
4	VOIP
5	

Line type is used to run the report for different type of line.

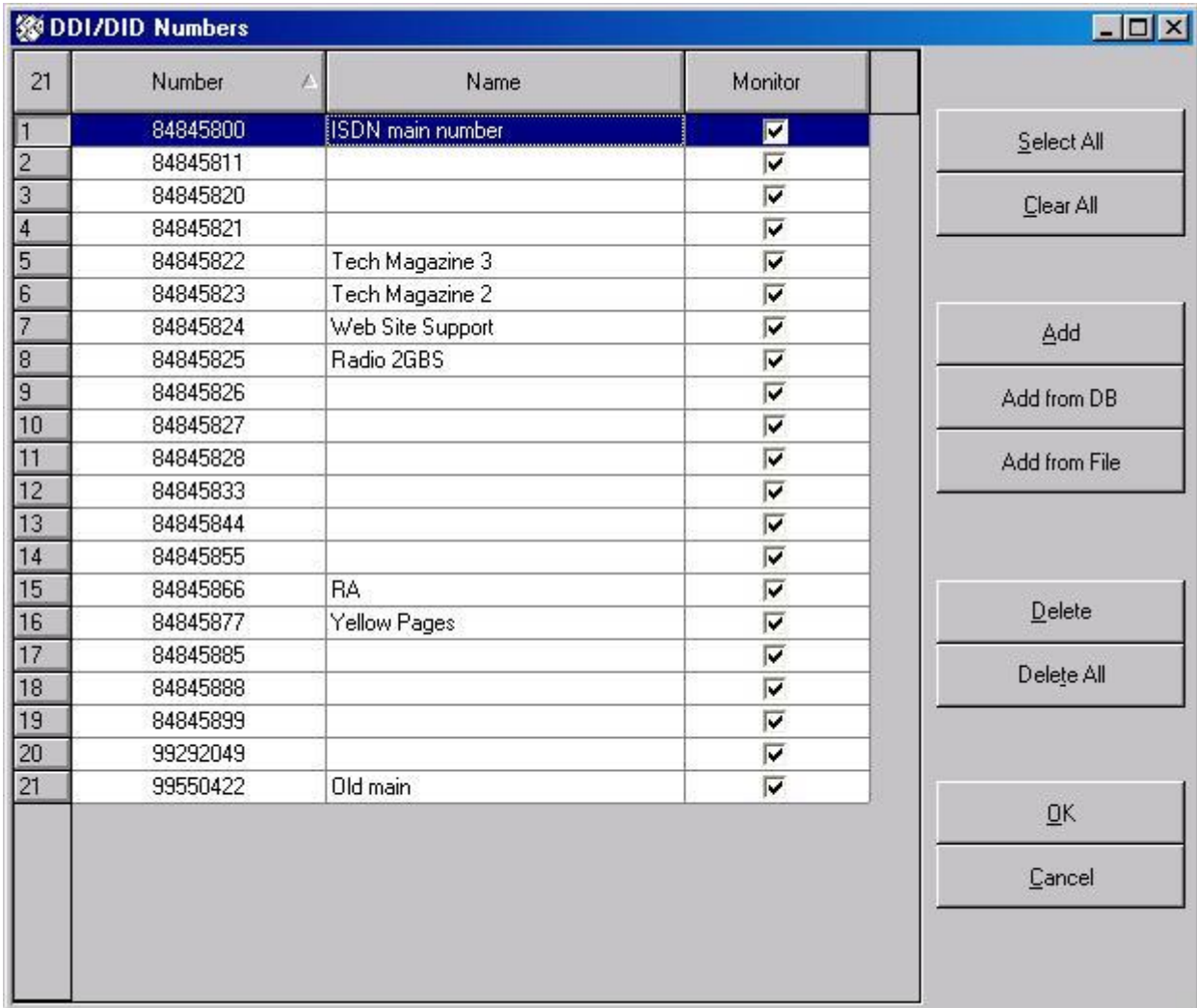
The trunk line numbers are monitored regularly by TeleTellUs for no call activity, if the Monitor option is selected. Go to the main screen Scheduled Reports to select the period to monitor unused lines.

30	Line				
	Number ▲	Name	Type	Monitor	
1	01	Line 1	1-ISDN	☑	<div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Select All</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Clear All</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Add</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Add from DB</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Add from File</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Delete</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Delete All</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">OK</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 2px;">Cancel</div>
2	02	Line 2	1-ISDN	☑	
3	03	Line 3	2-GSM	☑	
4	04	Line 4	3-PSTN	☑	
5	05	Line 5	4-VOIP	☑	
6	06	Line 6	5-	☑	
7	07	Line 7	1-ISDN	☑	
8	08	Line 8	1-ISDN	☑	
9	09	Line 9	1-ISDN	☑	
10	10	Line 10	3-PSTN	☑	
11	11	Line 11	3-PSTN	☑	
12	12	Line 12	3-PSTN	☑	
13	13	Line 13	3-PSTN	☑	
14	14	Line 14	4-VOIP	☑	
15	15	Line 15	4-VOIP	☑	
16	16	Line 16	4-VOIP	☑	
17	17	Line 17	2-GSM	☑	
18	18	Line 18	2-GSM	☑	
19	19	Line 19	4-VOIP	☑	
20	20	Line 20	4-VOIP	☑	

### 2.3.3 DID / DDI



This applies to systems which have digital Direct Dial incoming lines, such as ISDN. Setup the list of incoming direct dial numbers to monitor on the main screen.



21	Number	Name	Monitor
1	84845800	SDN main number	<input checked="" type="checkbox"/>
2	84845811		<input checked="" type="checkbox"/>
3	84845820		<input checked="" type="checkbox"/>
4	84845821		<input checked="" type="checkbox"/>
5	84845822	Tech Magazine 3	<input checked="" type="checkbox"/>
6	84845823	Tech Magazine 2	<input checked="" type="checkbox"/>
7	84845824	Web Site Support	<input checked="" type="checkbox"/>
8	84845825	Radio 2GBS	<input checked="" type="checkbox"/>
9	84845826		<input checked="" type="checkbox"/>
10	84845827		<input checked="" type="checkbox"/>
11	84845828		<input checked="" type="checkbox"/>
12	84845833		<input checked="" type="checkbox"/>
13	84845844		<input checked="" type="checkbox"/>
14	84845855		<input checked="" type="checkbox"/>
15	84845866	RA	<input checked="" type="checkbox"/>
16	84845877	Yellow Pages	<input checked="" type="checkbox"/>
17	84845885		<input checked="" type="checkbox"/>
18	84845888		<input checked="" type="checkbox"/>
19	84845899		<input checked="" type="checkbox"/>
20	99292049		<input checked="" type="checkbox"/>
21	99550422	Old main	<input checked="" type="checkbox"/>

Select All

Clear All

Add

Add from DB

Add from File

Delete

Delete All

OK

Cancel

## 2.3.4 Extension



The list of extensions is used to display on the extension on the main screen display when the Monitor is crossed for the extension as shown below.

The extension name is used in the reports and displays throughout TeleTellus pro as an alternative to the extension number.

You can create your own departments for display on the main monitor via the Departments button at the top left side of the screen. An extension can be a member of one or more departments.

Extension details									
Add		Add from DB		Select All		Delete		OK	
Departments		Add from File		Clear All		Delete All		Cancel	
62	Extension			Departments					
	Number ▲	Name	Monitor	NSW	VIC	QLD			
1	201	Graeme	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	202	spare	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3	203	Narayana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
4	204	Mike	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5	205	Bernie	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6	206	Stephen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7	207	Conference room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8	208	David	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
9	209	spare	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
10	210	Jafeth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
11	211	spare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
12	212	Reception	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
13	213		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
14	214	Ken	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
15	215	Frank	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
16	216	Suzanne	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
17	217		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
18	218		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
19	219		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
20	220		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
21	221		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
22	222		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

### 2.3.5 Departments

Create up to 10 departments to be used for display on the main screen. Assign the extensions to each display using the Extensions setup screen.

Both incoming and outgoing calls are reported for each department, and since an extension can be a member of more than one department, you may find that the total calls handled by all departments may be actually larger than the total incoming calls received by the phone system.

Department Names

Enter up to a 20 character ID for each department.

#	Name	Monitor
1	NSW	<input checked="" type="checkbox"/>
2	VIC	<input checked="" type="checkbox"/>
3	QLD	<input checked="" type="checkbox"/>
4		<input type="checkbox"/>
5		<input type="checkbox"/>
6		<input type="checkbox"/>
7		<input type="checkbox"/>
8		<input type="checkbox"/>
9		<input type="checkbox"/>
10		<input type="checkbox"/>

Select All

Clear All

OK

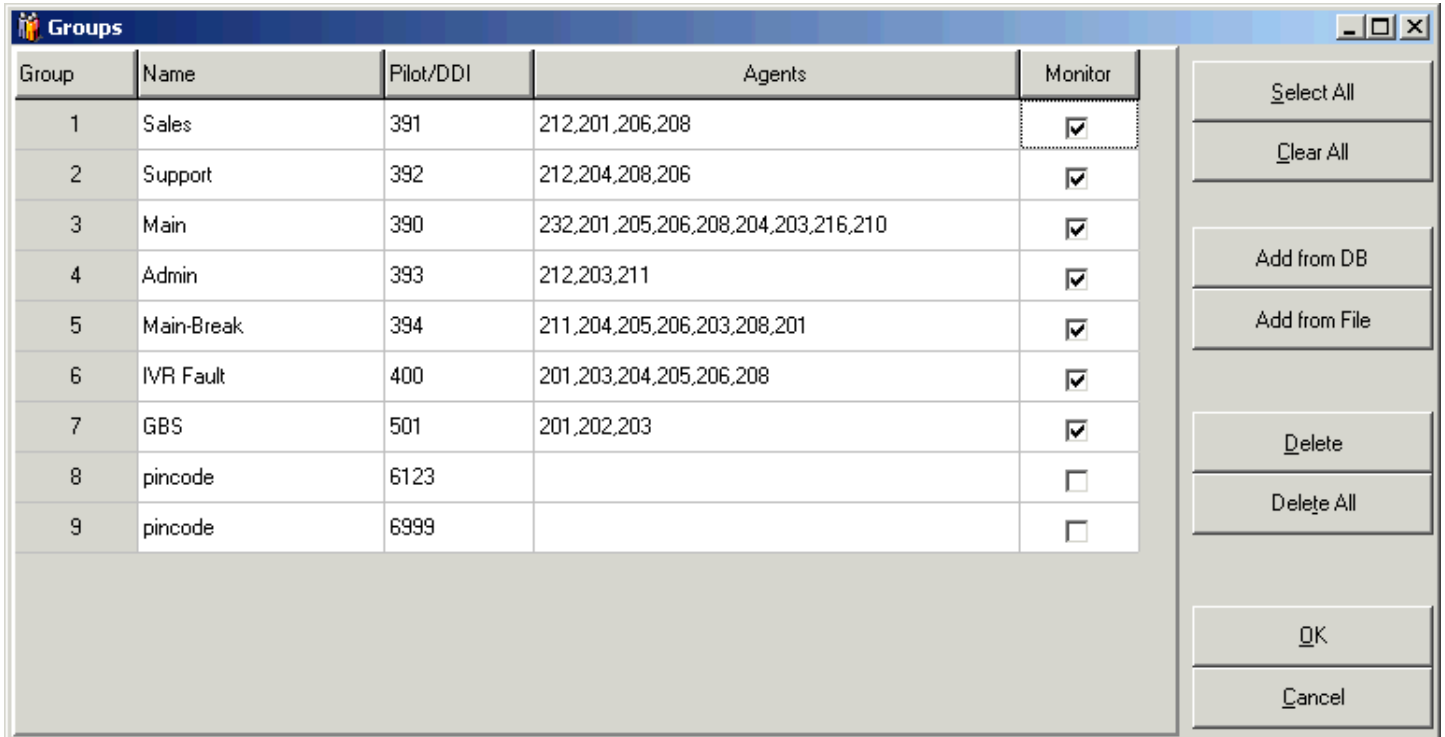
Cancel

## 2.3.6 Groups



The Groups are displayed in the Report Builder and in the main screen monitor. Generally, you can use the groups to represent actual groups configured in the phone system.

The Pilot/DDI is generally the group's virtual extension number configured in the PABX. Please consult your authorised reseller for information about the group pilot numbers.



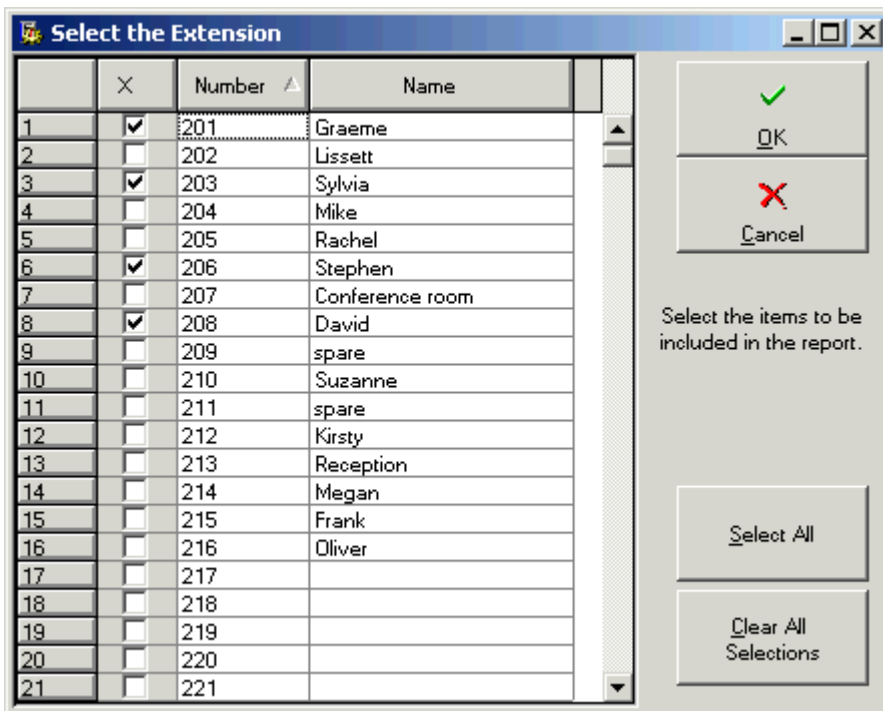
Group	Name	Pilot/DDI	Agents	Monitor
1	Sales	391	212,201,206,208	<input checked="" type="checkbox"/>
2	Support	392	212,204,208,206	<input checked="" type="checkbox"/>
3	Main	390	232,201,205,206,208,204,203,216,210	<input checked="" type="checkbox"/>
4	Admin	393	212,203,211	<input checked="" type="checkbox"/>
5	Main-Break	394	211,204,205,206,203,208,201	<input checked="" type="checkbox"/>
6	IVR Fault	400	201,203,204,205,206,208	<input checked="" type="checkbox"/>
7	GBS	501	201,202,203	<input checked="" type="checkbox"/>
8	pincode	6123		<input type="checkbox"/>
9	pincode	6999		<input type="checkbox"/>

Control Panel:

- Select All
- Clear All
- Add from DB
- Add from File
- Delete
- Delete All
- OK
- Cancel

You can click on the right side of the Agent cell to show a pop up of all the extensions (see below) defined in TeleTellus pro, or you can simply enter the extensions for each group, by separating each extension number with a comma, .e.g. 212,201,206,208





Pop screen showing the list of extensions.

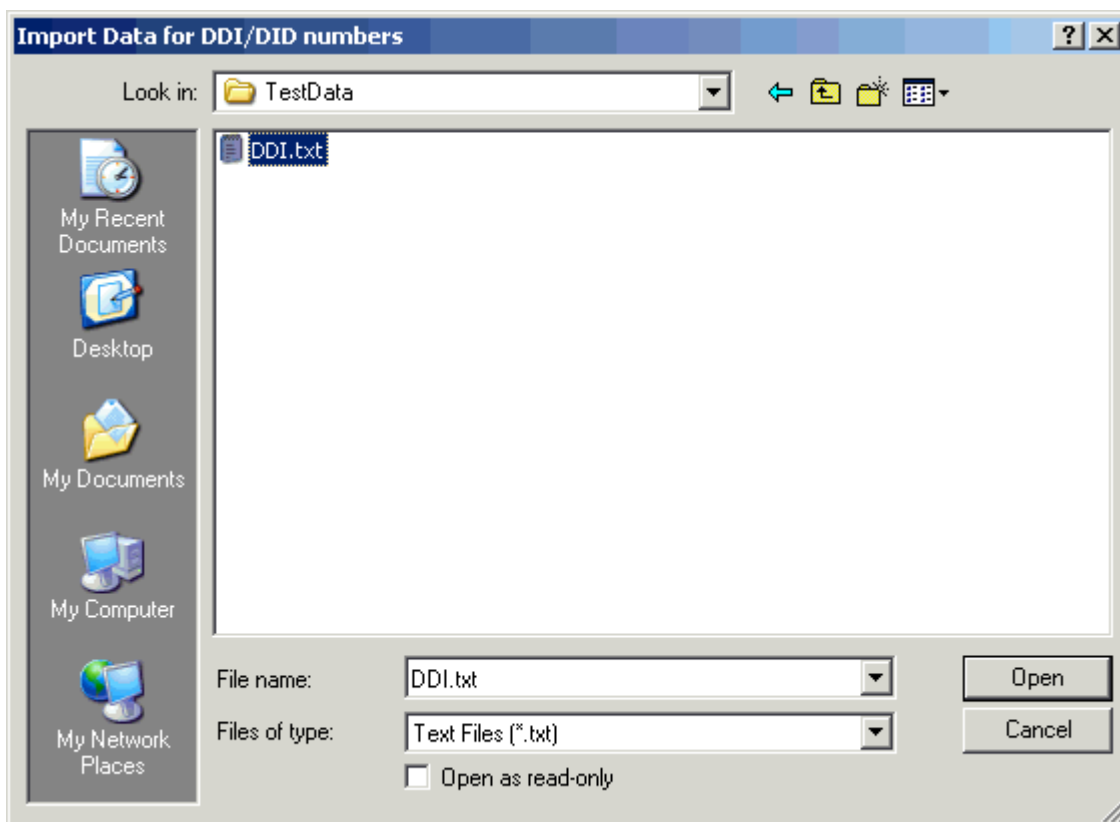
### 2.3.7 Importing Data from CSV or txt files

If you already have a list of extensions, or DDI numbers or lines, you can import this list into TeleTellus pro, by clicking on the Add From File button on the relevant line, DDI or extension screen. The text file can list the items with the first entry of each line being the number, e.g. DDI number “84845800” and then followed by a comma and then by a label to name the number .e.g. “main number”

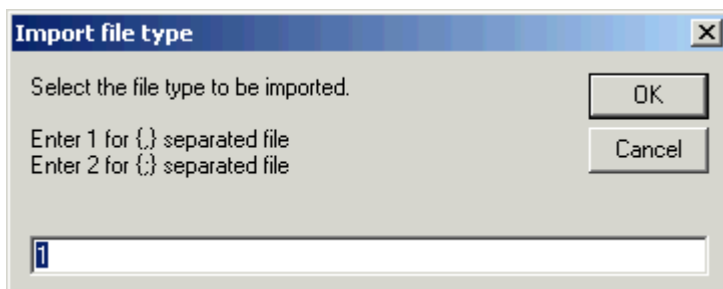
e.g. a typical entry would be

84845800,main number

When you have this file completed name this file as a text file so you can see it in the import window, as shown below, DDI..txt



After you click Open on the Import window, you will be prompted to specify the type of separator, e.g. comma or semi colon that separates the number from the name.



Then you will be able to view the data before applying it to the screen.

The screenshot shows an 'Import' dialog box with a title bar and a close button. It contains two main sections: 'Import Conversion' on the left and 'Import File Data Columns' on the right.

**Import Conversion:** This section includes instructions: 'Please enter your import file column numbers for each import destination field name. Import File Column -> Field Name e.g.:'. Below the instructions, the text '1 >> Location' is visible. A table below maps import columns to data fields:

Import Column	Data Field
1	Number
2	Name

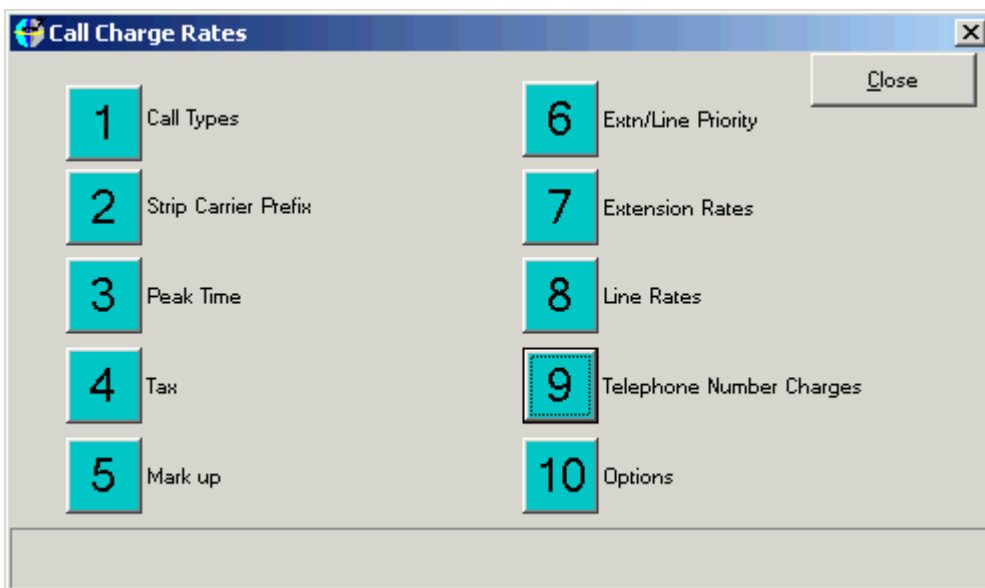
**Import File Data Columns:** This section features an 'Add' button and a table with 12 rows of data. The first two columns are labeled 'Col 1' and 'Col 2'. The data in the table is as follows:

	Col 1	Col 2
1	84845800	
2	84845802	
3	99292049	
4	99550422	
5	85775020	Tie Line
6	85775022	Steve
7	85775033	Main Num...
8	85775040	Ad Hotel
9	85775055	Mary
10	85775066	Ad Yellow
11	85775090	1800 Free
12	85775099	Fax

## 2.4 Call Charge Rates



Setup the call charge rates by selecting the menu Setup/Program Setup



### Basic Trunk Call Cost Considerations

There are two ways the calls cost is determined. If the trunk line carrier is able to generate a call cost, via pulses or charge value, then TeleTellus pro can be used to simply apply a markup to the carrier generated cost.

Alternatively, if there is no carrier cost, TeleTellus pro can calculate the call cost based on its inbuilt cost tables that you can customize for your enterprise. These cost or rate tables use the call talk time, dialed number and a basic formula (see below) to calculate the call cost.

The following section is to be used as a guide to helping to setup the call charge costing tables for TeleTellus pro. You can cost calls for outgoing calls and optionally incoming calls. You can setup 10 different costing schemes or *rate tables*, and allocate each extension to a different scheme. By default every extension's calls are cost according to rate table 1

The call cost calculation which is generally applied to outgoing calls is based on the following formula;

$$\text{Call Cost} = (\text{Call Talk Time} * \text{Rate} + \text{Connection Fee}) * \text{Markup factor}$$

Where the call talk time is in minutes, the Rate is the cost amount per minute and the Connection fee is the starting cost added at the beginning of the call.

The call rate is determined by two factors;

#### I. Telephone number

Each calls telephone number is analysed to determine the call rate. One or more digits can be specified to determine the call rate for numbers which commence with those digits. For example calls commencing with 001 could be costed at an international rate of \$1.20 per minute. The rate tables can have multiple entries which are similar. For example calls to 001295 could be costed at \$1.00 instead of \$1.20 for all other calls which commence with 001. This allows you to have a mix of general number and specific number costing schemes.

---

## II. Time Periods

There are 3 time periods which are used in determining the call rates. Each hour for each day for every day of the week can be defined as one of the three periods called *Off Peak*, *Peak* or *Economy*. You can ignore the multiple periods and simply use the one period for all the rates.

### Advanced Call Settings - Thresholds

In addition to the basic call talk time \* the call rate formula used to calculate the call cost, the call rate tables also allow an optional threshold to be applied which can vary the cost in order to provide some initial fixed cost for say 3 minutes, and then have the call costed according to the rate.

There are two settings which apply to the threshold rate calculation;  
Threshold Time in seconds and Threshold Rate in cost per minute

The use of thresholds is optional, and may appear difficult to apply. Below are some case examples which can help you to better understand how they may be applied.

#### Threshold Example 1

We wish to cost an international type call starting with 0011230 where the first three minutes call charge is \$6 and thereafter the additional charge is \$3 per minute. If the call is finished before 3 minutes then the call will be charged at \$6:

Number: 0011230  
Description: Mauritius  
Type: International  
Peak: \$3/min  
OffPeak: \$3/min  
Economy: \$3/min  
Flat: 6  
Threshold time (s): 180  
Threshold Rate = 0

#### Threshold Example 2

We wish to cost calls starting that begin with 1900 at \$1 per minute for the first 3 minutes and thereafter at \$3 per minute:

Number: 1900  
Description: Service  
Type: Other  
Peak: \$3/min  
OffPeak: \$3/min  
Economy: \$3/min  
Flat: 0  
Threshold time (s): 180  
Threshold Rate: \$1/min

---

## Setting up your call rates

The following can be viewed from the Setup/Program Setup/Call Charge Rates menu.

**1- Call Types** and enter the appropriate call types for your region. For example;

Local (Already defined, and cannot be changed)

Neighbourhood

Community

National

Mobile

International

Operator

Freecall

Infocall

Other

**2 - Strip Carrier Prefix** – enter the prefix of any carrier codes that are used to route calls to another network provider, e.g. 1414

**3 - Peak Time**– For more precise costing, you can specify different call rates for different times of the day and days of the week, by defining the peak, off peak and economy periods.

**4 – Tax.** Up to 5 tax levels are available. Typically you enter the goods and services tax, e.g. 10 representing the percentage tax level.

**5 – Mark Up** allows you to apply a cost factor to the basic call cost generated by the carrier or by the TeleTellus pro rate tables. Each rate table can have a different cost factor to apply to the raw cost value for each call. For example if the cost factor for Rate 1 table was 1.5 for local calls, then if the raw value for the local call is say 0.30 then the final ex tax value after the markup is  $1.5 * \$0.30 = \$0.45$

**Menus 6, 7 and 8** are used to cost calls for specific extensions or lines at an alternate rate table to rate01 table. By default all extensions and lines are costed according to rate01. For a simple setup of the rate tables, you can ignore setting up these menus.

**9 – Telephone Number Charges** lists the rates that are to be applied for the various numbers dialed, e.g long distance, mobile, local etc. There are 10 rate tables, however Rate01 is the default table used by each extension and line.

**10 - Options** provides some special settings.

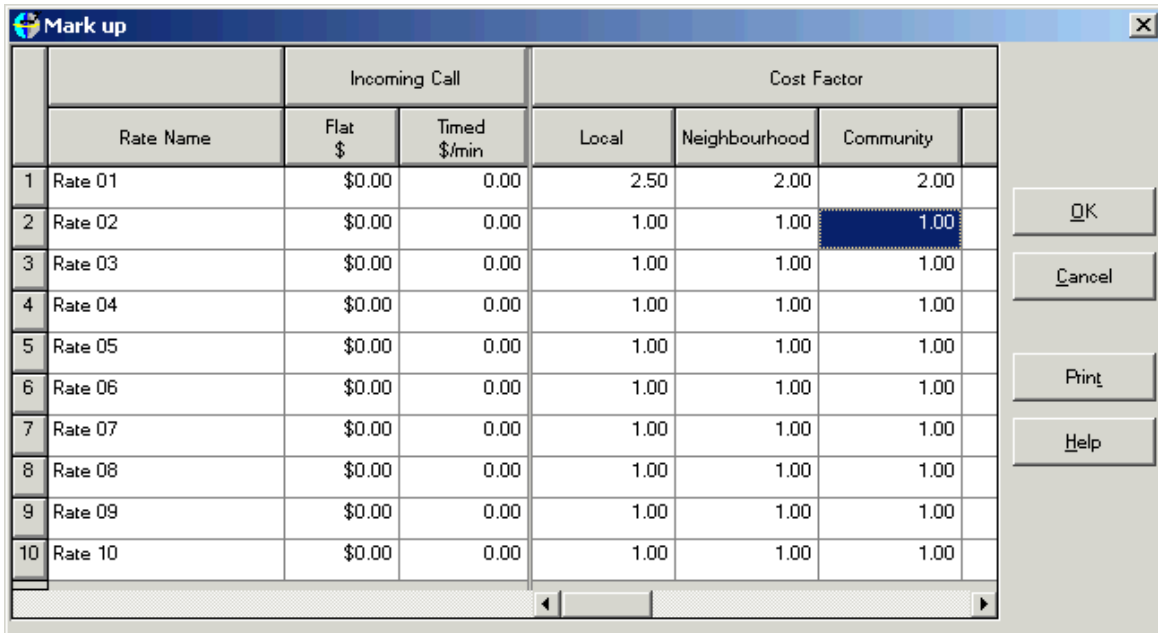
- a. Calls talk times to be rounded up to the nearest minute, instead of being calculated to the second.
  - b. Capping one of the call types, e.g. long distance where calls will be capped after the Off time for a specified amount.
-

## Carrier Trunk Line Charges

The carrier trunks can send meter pulses data or digital cost information to the phone system when calls are made from these trunk lines. Each pulse received can be converted to a cost value, simply by entering a cost factor in the Markup section of the Call Charge Setup (menu number 5)

For example if the carrier sends one pulse for each local call, then enter 2.50 into the Markup table under the Local column heading in order to cost the call as \$2.50 see below.

Please note that Rate01 is used as the default for all extensions.



The screenshot shows a window titled "Mark up" with a table of rates and cost factors. The table has columns for Rate Name, Incoming Call (Flat \$ and Timed \$/min), and Cost Factor (Local, Neighbourhood, Community). The data is as follows:

	Rate Name	Incoming Call		Cost Factor		
		Flat \$	Timed \$/min	Local	Neighbourhood	Community
1	Rate 01	\$0.00	0.00	2.50	2.00	2.00
2	Rate 02	\$0.00	0.00	1.00	1.00	1.00
3	Rate 03	\$0.00	0.00	1.00	1.00	1.00
4	Rate 04	\$0.00	0.00	1.00	1.00	1.00
5	Rate 05	\$0.00	0.00	1.00	1.00	1.00
6	Rate 06	\$0.00	0.00	1.00	1.00	1.00
7	Rate 07	\$0.00	0.00	1.00	1.00	1.00
8	Rate 08	\$0.00	0.00	1.00	1.00	1.00
9	Rate 09	\$0.00	0.00	1.00	1.00	1.00
10	Rate 10	\$0.00	0.00	1.00	1.00	1.00

On the right side of the window, there are buttons for OK, Cancel, Print, and Help.

## Talk Time Based Call Charging

This method is used when the carrier trunk is not providing pulses or cost data to the phone system.

Using *menu 9- Telephone Number Charges* enter the prefix telephone numbers that distinguish the various calls, such as local calls, STD, IDD, mobile etc, and enter the appropriate call rate for the peak period (default) and or flat cost connection or flag fall cost).

These call charges exclude tax, and represent the raw values before the markup (menu 5) is applied. The table can be easy to setup if you simply want to have a connection fee (“Flat” column) and a call rate per minute under the “Off Peak” Column, in order to add a cost based on the call talk time in minutes.

Telephone Number Charges										
Telephone				Rate 01						
	Number	Description	Call Type	Threshold Time(sec)	Threshold Rate(\$/min)	Flat \$	Peak \$/min	OffPeak \$/min	Economy \$/min	Last Changed
1	0011	Overseas	International	0	0.00	0.25	1.00	0.00	0.00	15/10/2004
2	00111	USA / Canada	International	0	0.00	0.25	0.28	0.00	0.00	15/10/2004
3	001120	Egypt	International	0	0.00	0.25	1.20	0.00	0.00	15/10/2004
4	0011212	Morocco	International	0	0.00	0.25	2.38	0.00	0.00	15/10/2004
5	0011213	Algeria	International	0	0.00	0.25	2.38	0.00	0.00	15/10/2004
6	0011216	Tunisia	International	0	0.00	0.25	2.38	0.00	0.00	15/10/2004
7	0011218	Libya	International	0	0.00	0.25	1.65	0.00	0.00	15/10/2004
8	0011220	Gambia	International	0	0.00	0.25	2.12	0.00	0.00	15/10/2004
9	0011221	Senegal	International	0	0.00	0.25	2.38	0.00	0.00	15/10/2004

E.g. To charge for a call to all outgoing mobile number which starts with the digits “04” simply do the following:

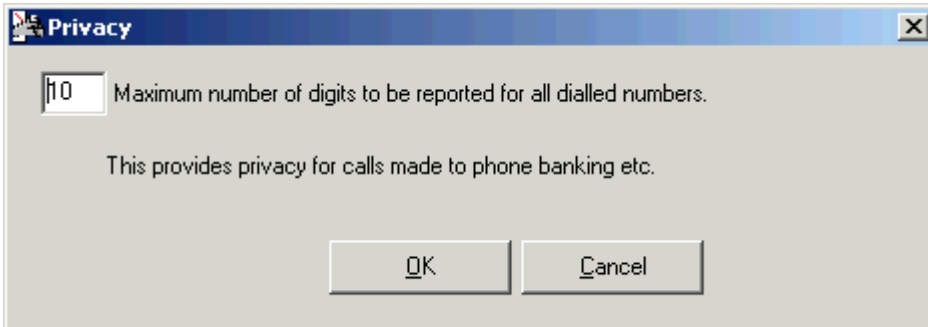
- Select **Add** to enter a new table row.
- Enter the first couple of digits which designate the call type to be cost, e.g. **0011**
- Enter the Description as **Overseas**
- Select the Call Type as **International**
- Enter in the 0.25 connection fee in the **Flat** column
- Enter the 1.00 call charge per minute under the **Peak** column.



## 2.5 Privacy



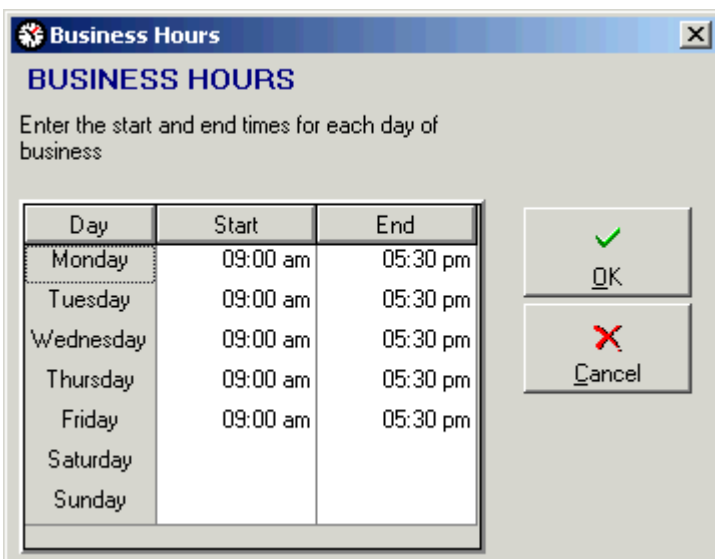
In cases where users are making calls to phone banking where they need to enter pin codes and account numbers, TeleTellus pro can limit the digits being recorded to a maximum number, e.g. 10. where the 11<sup>th</sup> and other digits are not recorded or printed in TeleTellus pro call database.



## 2.6 Business Hours



Enter the business hours to display the range of hours for the main screen daily trend graphs.



## 3. Alarm and Notifications



### 3.1 Alarms

TeleTellus pro has the capability to notify specified email addresses about certain event messages, such as lost calls, as described below.

Each minute TeleTellus pro checks all the call data that have been received from the phone system in the past minute, to determine if an alarm or event message needs to be sent.

You can send the alarms to multiple email addresses, by separating each email address with the semi colon character eg.

Manuel@company.com.au ; Mary@company.com.au

The screenshot shows a configuration window with the following settings:

- Lost calls waiting for more than: 90 sec
- Calls with talk duration more than: 15 min
- Calls with cost more than: 30 \$
- Outgoing dialled numbers

Below these settings is a table for outgoing dialled numbers:

	Dial #
1	000
2	0285775033
3	04999911
4	190012312

At the bottom, there is a text field labeled 'Send Email for call notification to' with the value 'manager@acme.com.au'.

### Database Size Alarm

The TeleTellus pro database is located in the TeleTellus pro folder on the hard disk, and contains all the incoming and outgoing call records. The amount of disk space used by this call database increases with each day. We suggest that the computer has sufficient RAM and hard disk memory to support the number of days to required to store data before archiving and then purging the current call data file (SMDR.Dat)

As a guide, 5000 call records may require about 3mB of data. For a company that is generating about 500 calls a day, this represents about 10 days (2 weeks). So for 1 year of data, it will require about 78mb of memory and disk storage.

The email notification can be used to remind you when the SMDR.dat file requires maintenance with the Archive/Purging operation. See Data maintenance for further information on Archiving.

Send Email for PBX system errors

Send email when the Call database (SMDR.Dat) file size exceeds

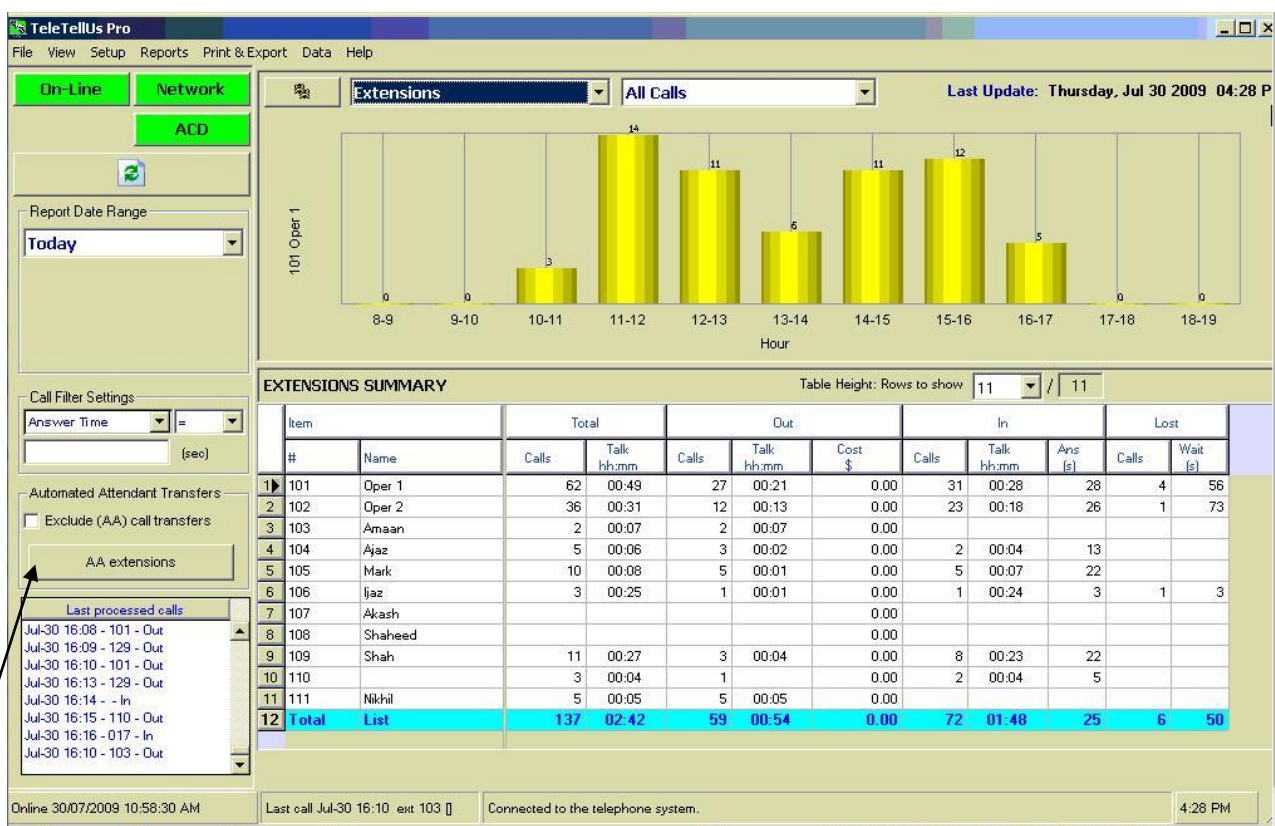
Send Email notification to

In addition, for Panasonic phone systems (TDA series) TeleTellus pro is able to send emails to nominated email address when major service alarms occurs. Minor alarms are logged in a folder in the TeleTellus pro folder called "service".

---

## 4. Main screen - Monitoring

TeleTellus pro makes it easier for you to view call statistics. You can select the range of dates, on the left side, or simply show the current day's calls. You can choose from a range of data to display, including extensions, departments, lines or direct dialed numbers



The Automated Attendant Transfer setting when enabled, removes the number of calls from the total call count so that the call counts are not inflated by the calls which are answered and then transferred to other extensions. These attendant transfer calls are typically calls that are answered by an automated voice mail system, which would answer and greet callers, before prompting them to select and then transfer to a group of extensions. For example, *thankyou for calling ABC company, for sales, press 1, for support press 2..* You will need to enter the voice mail extension numbers via the button shown on the screen "AA extensions" which are to be ignored.

## 4.1 Report Data

You can choose from a range of call data to display on the main screen.

Click on the cog wheel icon  to add the items to display on the main screen.

Extensions
<b>Extensions</b>
Departments
Direct Dial In (DDI)
Groups
Lines
Resource Analysis

### 4.3.1 Extensions

Both incoming and outgoing calls are displayed for the nominated extensions. You can enter the extensions for monitoring in the setup display.

Item		Total		Out			In			Lost	
#	Name	Calls	Talk hh:mm	Calls	Talk hh:mm	Cost \$	Calls	Talk hh:mm	Ans (s)	Calls	Wait (s)
206	Stephen	451	17:23	175	08:33	172.94	274	08:50	1	2	26
205	Rachel	338	11:47	135	05:49	134.96	199	05:58	1	4	24
232	Srinath	266	06:38	116	03:17	86.85	150	03:21	1		
204	Mike	243	13:30	156	08:13	145.92	87	05:17	1		
230	Dhimant	204	05:15	202	05:05	115.72	2	00:10			
216	Oliver	202	11:48	107	04:28	166.96	95	07:20	1		
203	Sylvia	134	10:50	95	06:34	114.18	39	04:16	1		
231	Erika	76	03:20	76	03:20	43.80					
201	Graeme	75	03:29	33	01:50	46.89	34	01:39	1	8	41
<b>Total</b>		<b>2383</b>	<b>112:33</b>	<b>1289</b>	<b>62:58</b>	<b>1,193.12</b>	<b>1063</b>	<b>49:35</b>	<b>2</b>	<b>31</b>	<b>23</b>

### 4.3.2 Departments

The departments are made up of a list of extensions which are defined via the setup icon. 

Item		Total		Out			In			Lost	
#	Name	Calls	Talk hh:mm	Calls	Talk hh:mm	Cost \$	Calls	Talk hh:mm	Ans (s)	Calls	Wait (s)
1	Sales	715	35:04	344	19:36	350.94	361	15:28	1	10	38
2	Support	457	25:41	269	12:53	316.56	187	12:48	1	1	4
<b>Total</b>		<b>1172</b>	<b>60:45</b>	<b>613</b>	<b>32:29</b>	<b>667.50</b>	<b>548</b>	<b>28:16</b>	<b>1</b>	<b>11</b>	<b>35</b>

When extensions are listed in more than one department, the total calls for each of these departments will include the same call total from the extension.

### 4.3.3 Direct Dial In (DDI)

The direct dial calls represent the numbers dialed by outside callers ringing into the phone system.


Item		Total		In			Lost	
#	Name	Calls	Talk hh:mm	Calls	Talk hh:mm	Ans (s)	Calls	Wait (s)
99550422	Main Number	647	45:20	641	45:20	1	6	14
84845800	Fax	41	01:38	41	01:38			
99292049	Accounts	38	00:38	37	00:38	9	1	10
84845802		2		1			1	4
85775099								
<b>Total</b>		<b>728</b>	<b>47:36</b>	<b>720</b>	<b>47:36</b>	<b>2</b>	<b>8</b>	<b>12</b>

### 4.3.4 Groups

This display is commonly used for call centre groups. You can setup the list of extensions and group virtual or pilot extension number via the setup icon 

Item		Total		In			Lost	
#	Name	Calls	Talk hh:mm	Calls	Talk hh:mm	Ans (s)	Calls	Wait (s)
390	Main	1009	07:27	119	07:25	9	7	13
394	Main-Break	635	00:03					
392	Support	379	00:03					
391	Sales	344	00:03					
393	Admin	102	00:05					
<b>Total</b>		<b>2469</b>	<b>07:41</b>	<b>119</b>	<b>07:25</b>	<b>9</b>	<b>7</b>	<b>13</b>

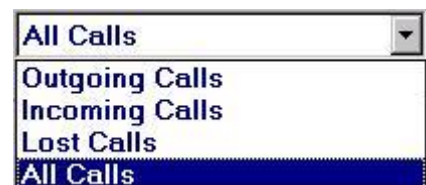
### 4.3.5 Lines (Trunk)

You can monitor any of the trunk lines on your phone system via the setup icon . The incoming call count does not include transferred calls.

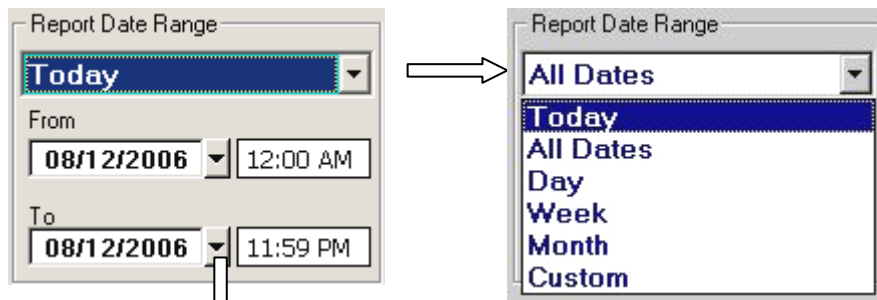
Item		Total		Out			In			Lost	
#	Name	Calls	Talk hh:mm	Calls	Talk hh:mm	Cost \$	Calls	Talk hh:mm	Ans (s)	Calls	Wait (s)
29	Line 29	412	22:39	279	15:35	287.75	127	07:04	2	6	28
30	Line 30	1267	66:13	956	45:18	862.75	300	20:55	2	11	20
28	Line 28	91	04:13	52	02:09	41.27	39	02:04	2		
9	Line 9	13	01:27			0.00	13	01:27	2		
5	Line 5	13	00:28			0.00	13	00:28	2		
<b>Total</b>		<b>2096</b>	<b>112:32</b>	<b>1289</b>	<b>63:04</b>	<b>1,193.12</b>	<b>776</b>	<b>49:28</b>	<b>2</b>	<b>31</b>	<b>23</b>

### 4.2 Trend Graph

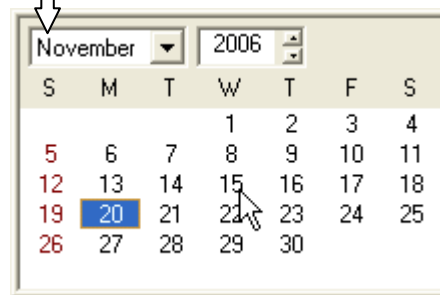
The trend graph represents the total call data for all of the calls. You can choose the type of calls to be displayed in the graph.



### 4.3 Report Date Range

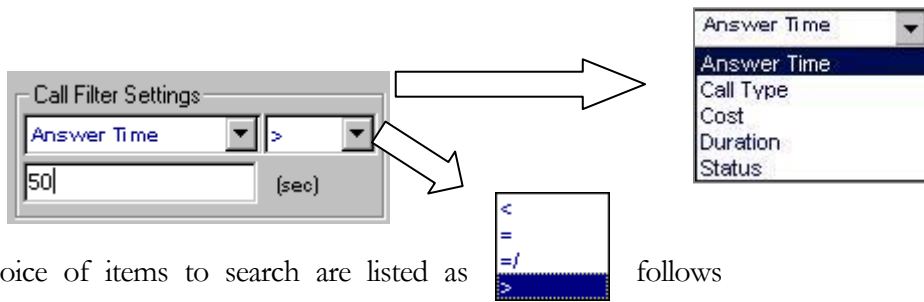


Select menu option calls, or select one of from past dates.



called Today to view the current day's the historical menus to view call statistics


## 4.4 Call Filter Settings



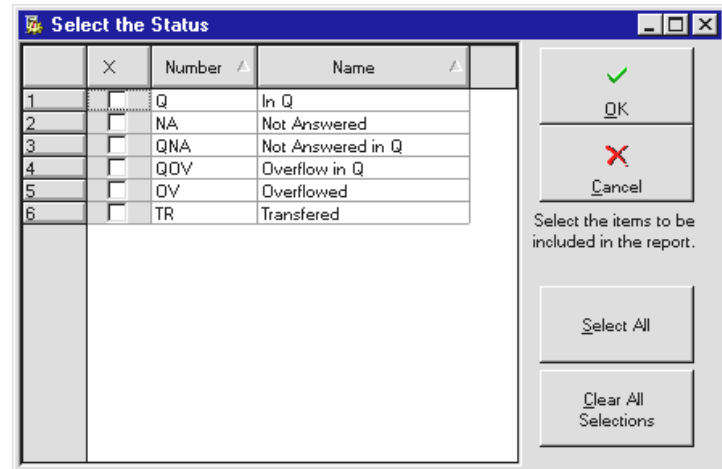
The choice of items to search are listed as follows

- Answer Time of the call in seconds
- Cost of the call
- Duration or talk time for the call in minutes
- Status of the call, e.g. No Answer
- Call Type, e.g. Local, Long Distance, Mobile etc.

### Searching Item

You can enter the value or select the value from the list by clicking on the 

(except for answer time, duration and cost.)



### Wildcard symbol \*

You can also enter the star character \* to represent a single or multiple digit in the search value. For example if you enter 20\*, TeleTellus pro will search for all extensions which start with 20, and match with 200, 201, 202, 203 through to 209.



### 4.3.6 Telephone System Usage Analysis

This is a useful management report that can assist in analyzing key performance indicators for the organization.

## Telephone System Usage Analysis

for period 2/10/2006 - 28/02/2007

### INCOMING CALLS


82 calls answered, 7 seconds average answer time, 5.6 minutes average talk time.  
28 unanswered calls. Average waiting time before calls lost was 20 seconds

Called numbers - Top 10% - [76 calls]  
Groups called - Top 10% group 390 - [29 calls], group 501 - [3 calls]  
Extensions with the most calls - Top 20% extn 204 - [10 calls], extn 206 - [10 calls]  
Extensions with the most talk time - Top 20% extn 202 - [99 min talk], extn 204 - [79 min talk]  
Busiest hours of the day - Top 10% Hour 9 to 10 - [10 calls], Hour 16 to 17 - [10 calls]

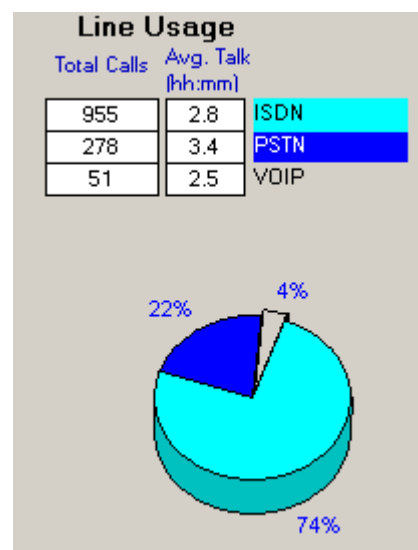
### OUTGOING CALLS

249 outgoing calls, 3.1 min. average talk time, \$0.33 average call cost and \$7.20 for the biggest call cost.

Called numbers - Top 10% 92638530 - [3 calls], 9949508X - [3 calls]  
Extensions with the most calls - Top 20% extn 202 - [44 calls], extn 203 - [34 calls]  
Extensions with the most talk time - Top 20% extn 203 - [202 min talk], extn 202 - [147 min talk]  
Busiest hour(s) - Top 10% Hour 16 to 17 - [29 calls], Hour 12 to 13 - [26 calls]



  
Send Email

Email address to receive report



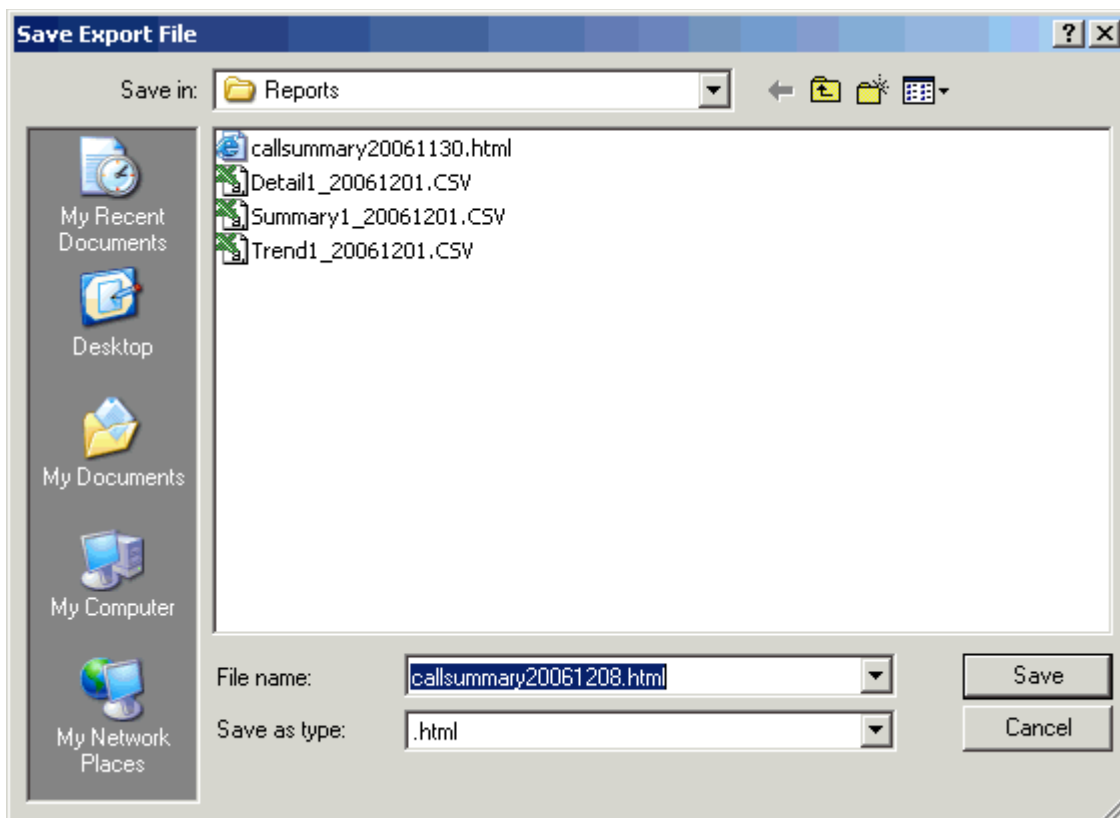
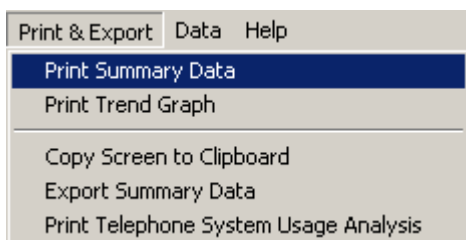
## Drilling Down to show Call Details

You can click on the report table item, say an extension to view its call details, as shown below. You can also double click on the bar graph to view the call details for a specific calls for a bar graph.

Detail Table									
Table sort direction with heading click					<input checked="" type="radio"/> Ascending <input type="radio"/> Descending		 Print / Export		 Close
Double click to edit entry									
Total	Date	Time	Call Mode	Extn	Line	Dial Number	Talk	Call Cost	
26	21/03/2006	01:29PM	Out	SYLVIA	30	1300784333	00:06:29	\$0.28	
	21/03/2006	01:36PM	Out	SYLVIA	30	94988805	00:06:10	\$0.28	
	21/03/2006	01:51PM	In	SYLVIA	19	0298658332	00:00:47		
	06/10/2006	01:19PM	Out	SYLVIA	30	132011	00:02:15	\$0.28	
	06/10/2006	01:22PM	Out	SYLVIA	30	133234	00:02:16	\$0.28	
	06/10/2006	01:54PM	Out	SYLVIA	30	90164009	00:01:08	\$0.28	
	10/10/2006	01:53PM	In	SYLVIA	27	0294984837	00:00:46		
	11/10/2006	01:47PM	In	SYLVIA	7		00:01:35		
	12/10/2006	01:49PM	Out	SYLVIA	30	0410437240	00:00:59	\$0.82	
	17/10/2006	01:25PM	In	SYLVIA	30	0295601083	00:11:39		
	17/10/2006	01:39PM	Out	SYLVIA	30	94407828	00:03:03	\$0.28	
	18/10/2006	01:03PM	In	SYLVIA	4		00:01:01		
	20/10/2006	01:11PM	In	SYLVIA	30	0294984837	00:07:33		

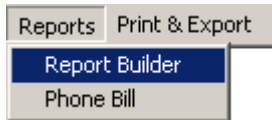
## 4.4 Print & Export

You can print or export the summary table and trend graph.



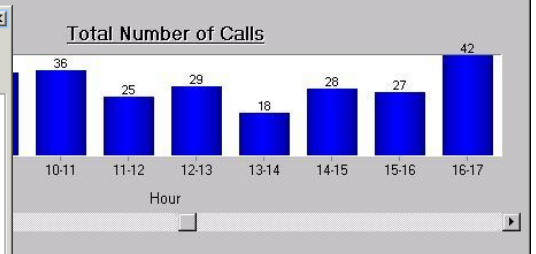
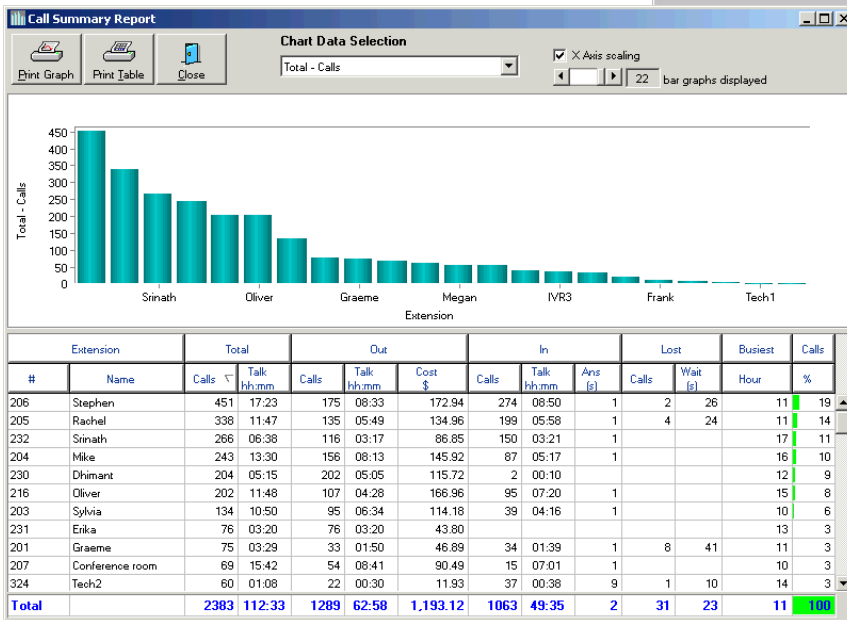
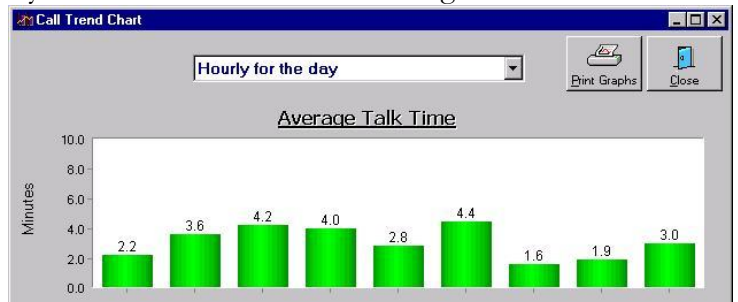
# 5. Reports

## 5.1 Report Builder



The Report Builder is a flexible analysis tool which allows you to search the call database and generate summary reports of various styles, as illustrated below.

You can define your own reports and have them emailed to you on a regular daily, weekly or monthly basis.



Ext	Line	Dial Number	Ans [s]	Talk hh:mm:ss	Call Cost
IVR3	26	0295876030	11	00:00:44	
TECH2	6		10	00:00:00	
TECH2	7		4	00:03:32	
DAVID	30	0407929379		00:01:04	\$0.86
TECH2	29	03880769220		00:00:49	\$0.42
TECH2	29	0292638613	4	00:00:00	
KIRSTY	29	0292638613		00:01:08	
KIRSTY	8	0738581222		00:01:05	
KIRSTY	9	0423760429		00:00:46	
DAVID	28	93350947		00:03:20	\$0.28
KIRSTY	29	92466716		00:00:58	\$0.28
SYLVIA	30	1320320065...		00:11:45	\$0.28
LISSETT	29	0292466778	4	00:00:00	
KIRSTY	29	0292466778		00:00:20	
SYLVIA	30	98802092		00:04:53	\$0.28
IVR3	30	0414974904	9	00:00:32	
KIRSTY	10			00:00:17	
IVR3	28	0414974904	11	00:00:29	
DAVID	10			00:01:37	
IVR3	11	0414974904	9	00:00:21	
KIRSTY	12	0292638530		00:00:29	
OLIVER	12	0292638530		00:02:27	

## Using the Report Builder

1. Click the down arrows for each of the dates to change the beginning and end dates for the report.
2. Select the call item you wish to report, such as extension, account code etc. You can specify one or more items, e.g. for an extension report, you can enter 201,202,207 to generate a report for the 3 extension. You can also click on the expansion box to view and select from the list of items as shown below.

The screenshot shows the 'Report Builder' application window with the following sections:

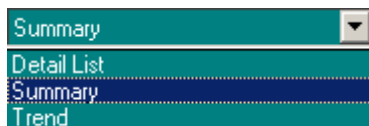
- 1. Date range:** Includes 'begin:' (15/3/2013, 9:00 AM) and 'end:' (21/3/2013, 5:00 PM) fields, and a 'Past 7 days' dropdown.
- 2. Report Type:** A dropdown menu set to 'Summary'.
- 3. Call type:** Radio buttons for 'Outgoing' (checked), 'In and Direct Indial (non Group)' (checked), and 'Incoming Group' (unchecked).
- 4. Primary Search Item:** A dropdown menu set to 'Extension', with 'is equal to' selected. A 'Run' button is at the bottom.
- Schedule Report via Email:** Includes a 'Scheduled Period' dropdown set to 'Weekly' and a 'Recipient Email Addresses' field containing 'john@meatime.net'. A 'Test Report Transmission via Email' button is present.
- Apply conditions to restrict the call results:** Contains two criteria sections:
  - Additional Criteria 1:** Checked. 'Duration' is selected, with 'is more than' and a value of '10'.
  - Additional Criteria 2:** Unchecked. 'Extension' is selected, with 'is equal to' and an empty field.

An arrow points from the 'Extension' dropdown in section 4 to a detailed list of search items:

- Extension (highlighted)
- Account Code
- Call Type
- Dialled No./CLI
- Direct Dial In (DDI)
- Exchange Line
- From Extension
- Group Pilot
- To Extension

3. Select the type of calls to report from the list, e.g. OUT or IN. Internal call type data may not be available unless the phone system is configured by your dealer. Check with your reseller if there is any use for the *Other* call type.

#### 4. Output Report Format

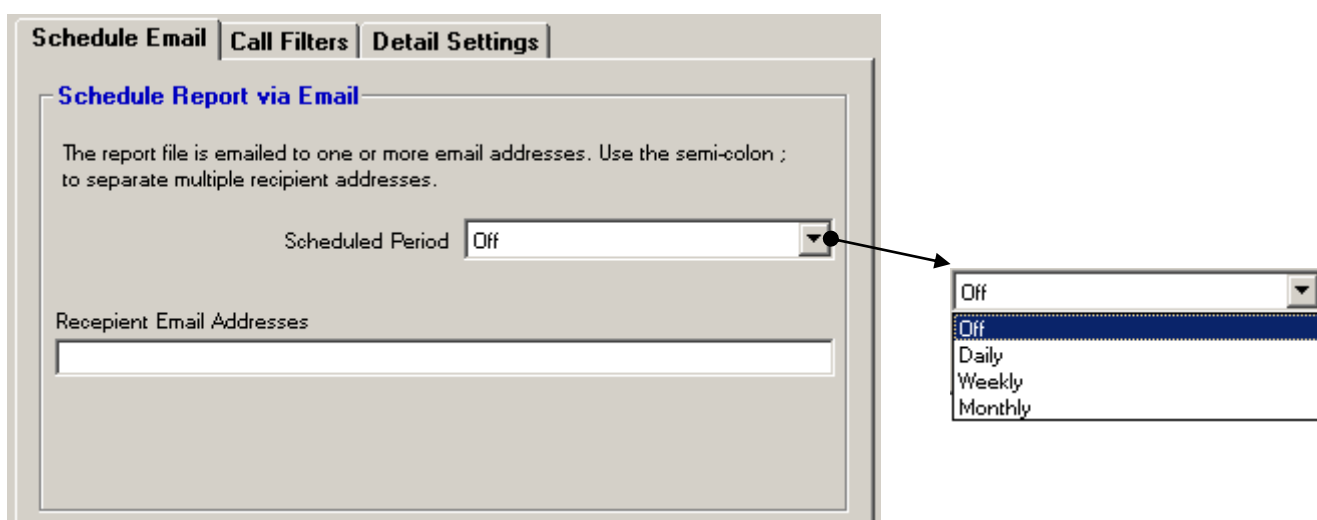


Select the type of report that you require. The Summary report type is a popular choice for general management reports. The Trend report is useful for analyzing busy periods, during the day, week or month.

Click on the Run button to view the report. If you would like to generate this report on a regular basis, you can setup the report to be emailed to you on a regular basis (see below).

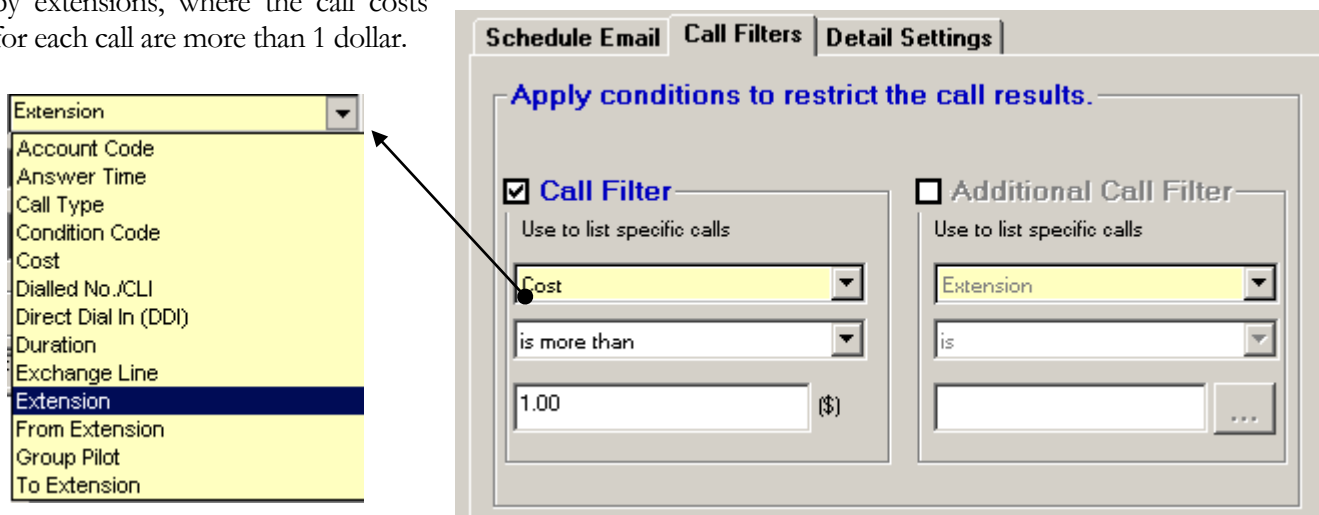
### Schedule Email Reports

You can setup your report and then have it emailed to you as a file on a daily, weekly or monthly basis. Enter the one or more email addresses (use the semicolon character to between multiple email addresses). The report is generated automatically at the start of each day (midnight) or first day of the week (Monday) or first day of the month.



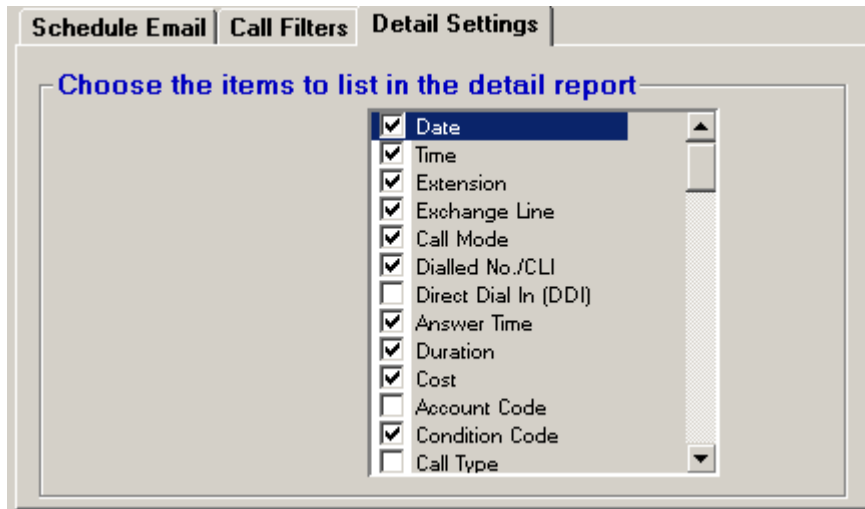
### Call Filters

There are two optional call filters to assist you in narrowing the results of the call data. For example you can generate a list of the calls made by extensions, where the call costs for each call are more than 1 dollar.



## Detail Settings

This applies to reports where you would like to see the specific call data. You can specify the specific call data fields you wish to include in the report by clicking on the field as shown below.



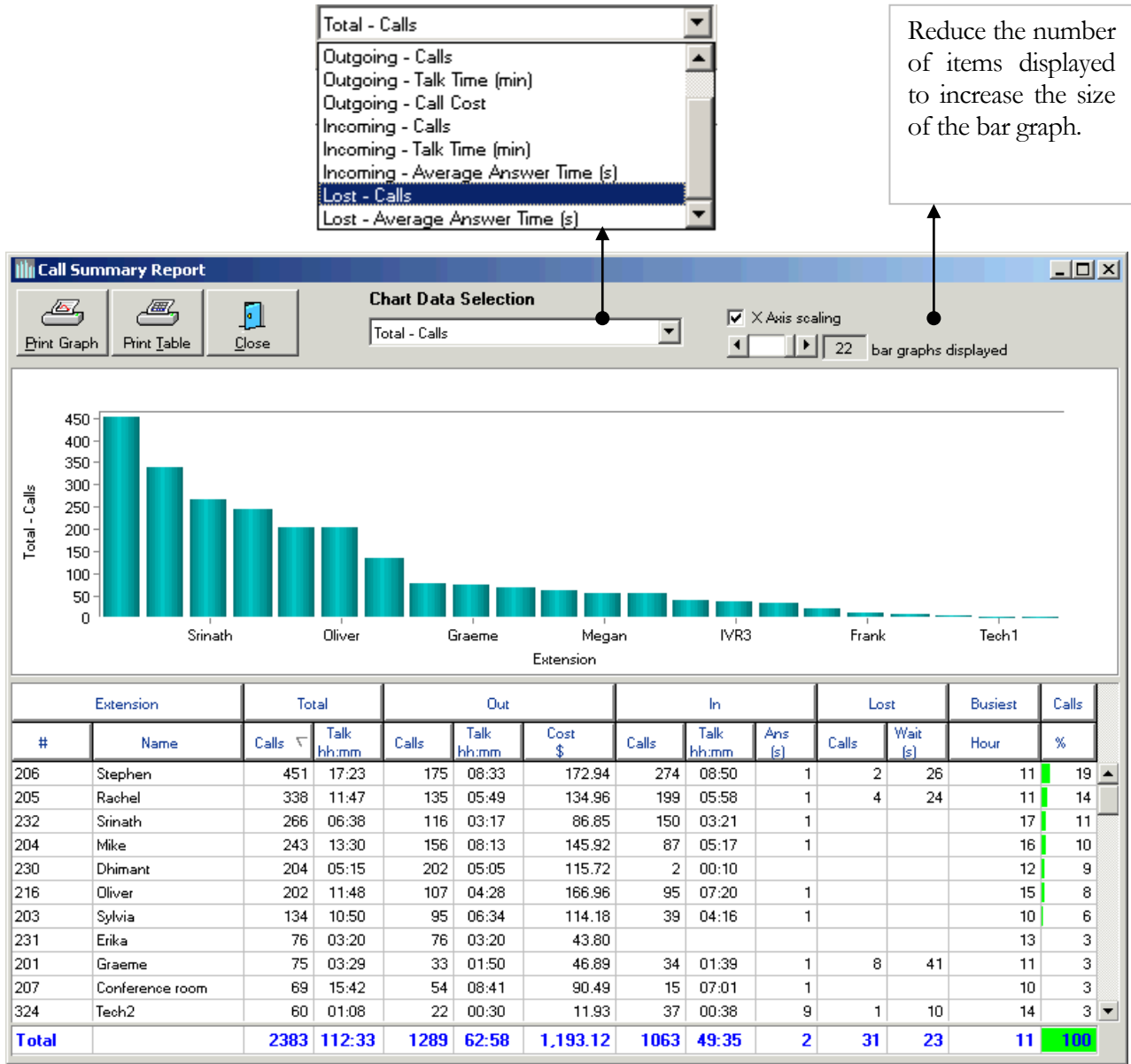
The image shows a software window titled "Detail Settings" with three tabs: "Schedule Email", "Call Filters", and "Detail Settings". The "Detail Settings" tab is active. Inside the window, there is a section titled "Choose the items to list in the detail report" which contains a list of call data fields. Each field has a checkbox next to it. The fields and their selection status are as follows:

Field	Selected
Date	Yes
Time	Yes
Extension	Yes
Exchange Line	Yes
Call Mode	Yes
Dialled No./CLI	Yes
Direct Dial In (DDI)	No
Answer Time	Yes
Duration	Yes
Cost	Yes
Account Code	No
Condition Code	Yes
Call Type	No

## 5.1.1 Output Report Format

### Summary Report

Shows the summary of all the call items specified. Select one of the other call statistics you wish to view on the trend graph.

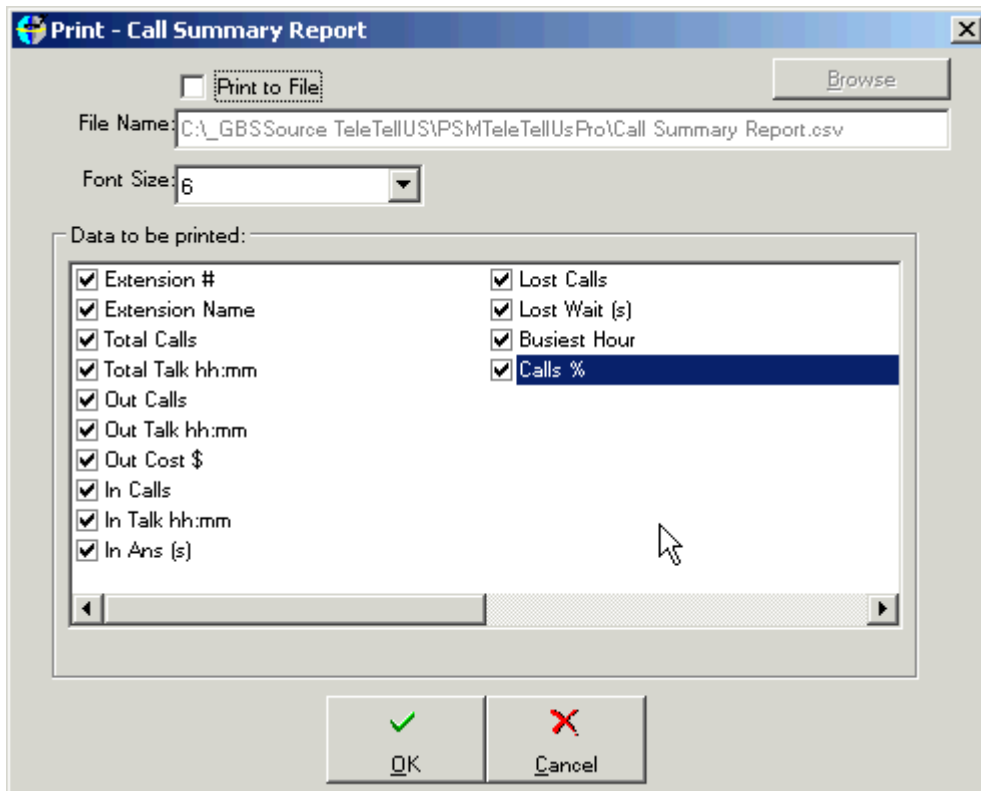


The busiest hour is in 24 hour time, and provides a useful comparison indicator for the busy call periods



## Print Graph and Table

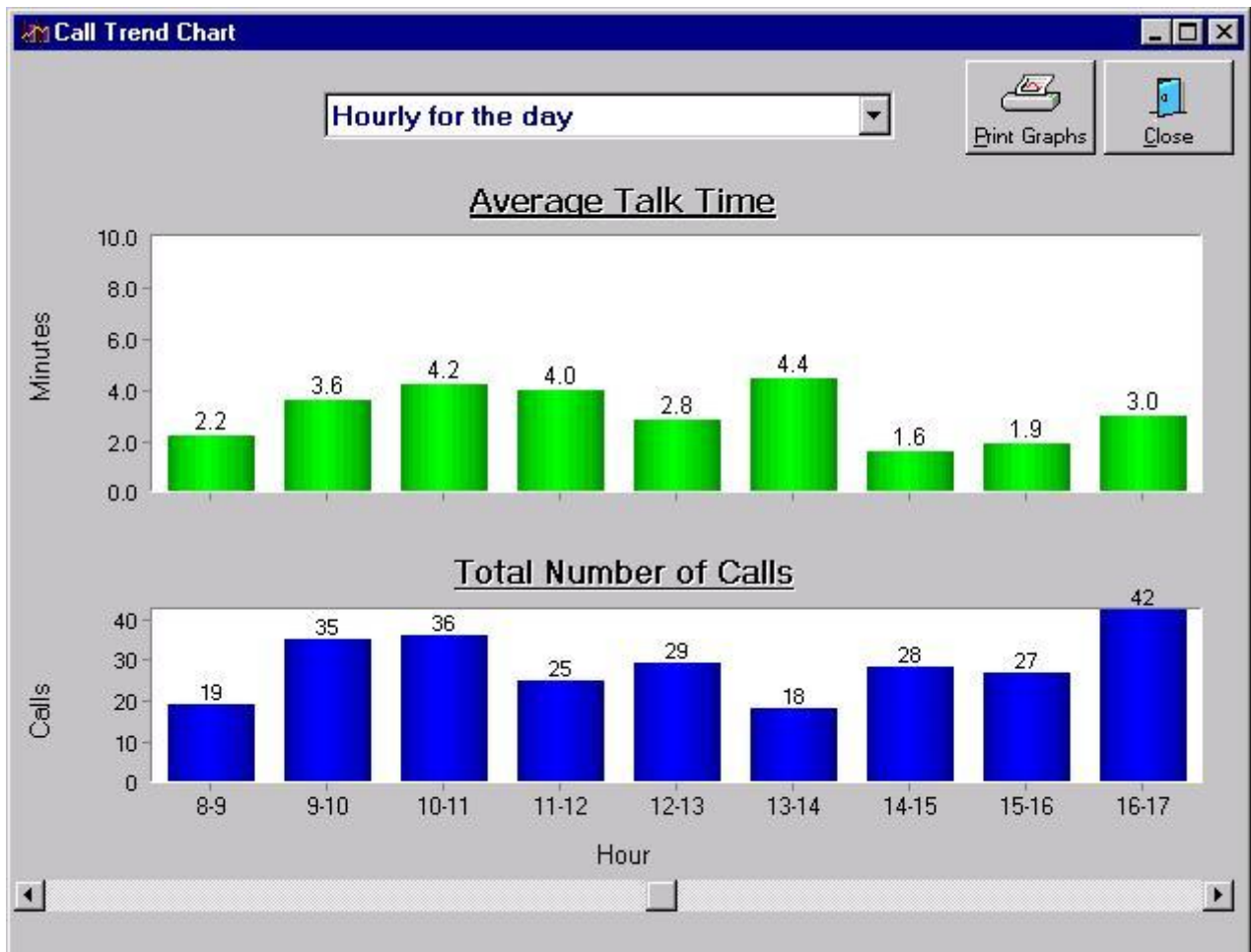
The bar graph and table can be printed. Using the Print Table option, you can save the table report data to a comma separated file. You can select the specific call data fields to include in the printout or file.



## 5.1.2 Trend

The trend report shows the calls and talk time over various periods, including hourly, weekly, monthly and yearly. You can view the detail calls for any of the bars in the graph by double clicking on it.

This report can assist in determining busy periods. This can be a very powerful tool, where you can generate a report over say the last 3 months, and display the trend so you can see which hours of the day have been the busiest over the 3 month period.



### 5.1.3 Detail Report

The detail report shows all the call data. You can click on the heading to sort the data for that column in ascending or descending order. The data can be printed or exported to a comma separated file.

Total 2383	Date	Time	Call Mode	Condition (CC)	Extn	Line	Dial Number	Ans (s)	Talk hh:mm:ss	Call Cost
1	21/03/2006	11:42AM	In		IVR3	26	0295876030	11	00:00:44	
2	21/03/2006	11:49AM	In	Lost	TECH2	6		10	00:00:00	
3	21/03/2006	11:52AM	In		TECH2	7		4	00:03:32	
4	21/03/2006	12:01PM	Out		DAVID	30	0407929379		00:01:04	\$0.86
5	21/03/2006	12:02PM	Out		TECH2	29	03880769220		00:00:49	\$0.42
6	21/03/2006	12:07PM	In			29	0292638613	4	00:00:00	
7	21/03/2006	12:08PM	In		KIRSTY	29	0292638613		00:01:08	
8	21/03/2006	12:09PM	In		KIRSTY	8	0738581222		00:01:05	
9	21/03/2006	12:10PM	In		KIRSTY	9	0423760429		00:00:46	
10	21/03/2006	12:12PM	Out		DAVID	28	93350947		00:03:20	\$0.28
11	21/03/2006	12:12PM	Out		KIRSTY	29	92466716		00:00:58	\$0.28
12	21/03/2006	12:14PM	Out		SYLVIA	30	1320320065...		00:11:45	\$0.28
13	21/03/2006	12:17PM	In	Lost	LISSETT	29	0292466778	4	00:00:00	
14	21/03/2006	12:17PM	In		KIRSTY	29	0292466778		00:00:20	
15	21/03/2006	12:19PM	Out		SYLVIA	30	98802092		00:04:53	\$0.28
16	21/03/2006	12:26PM	In		IVR3	30	0414974904	9	00:00:32	
17	21/03/2006	12:27PM	In		KIRSTY	10			00:00:17	
18	21/03/2006	12:27PM	In		IVR3	28	0414974904	11	00:00:29	
19	21/03/2006	12:28PM	In	TR	DAVID	10			00:01:37	
20	21/03/2006	12:30PM	In		IVR3	11	0414974904	9	00:00:21	
21	21/03/2006	12:45PM	In		KIRSTY	12	0292638530		00:00:29	
22	21/03/2006	12:47PM	In	TR	OLIVER	12	0292638530		00:02:27	

**Print - Detail Table**

Print to File Browse

File Name: C:\Temp\Detail Table.csv

Font Size: 6

Data to be printed:

- Date
- Time
- Call Mode
- Condition (CC)
- Extn
- Line
- Dial Number
- Ans (s)
- Talk hh:mm:ss
- Call Cost

## 5.2 Phone Bill

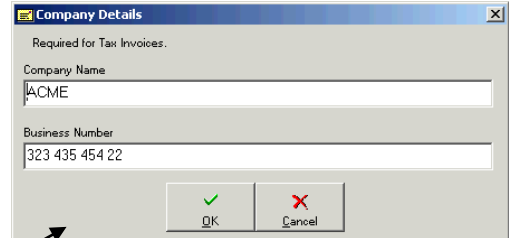
The Phone Bill report can be used to print professional looking phone bill invoices. These invoices can be provided to tenants.

To generate a report, first select the *begin* and *end* date/time range. Then nominate the account code or extension number to be in the report. You can nominate multiple extensions or account codes, by separating the entries with a comma.

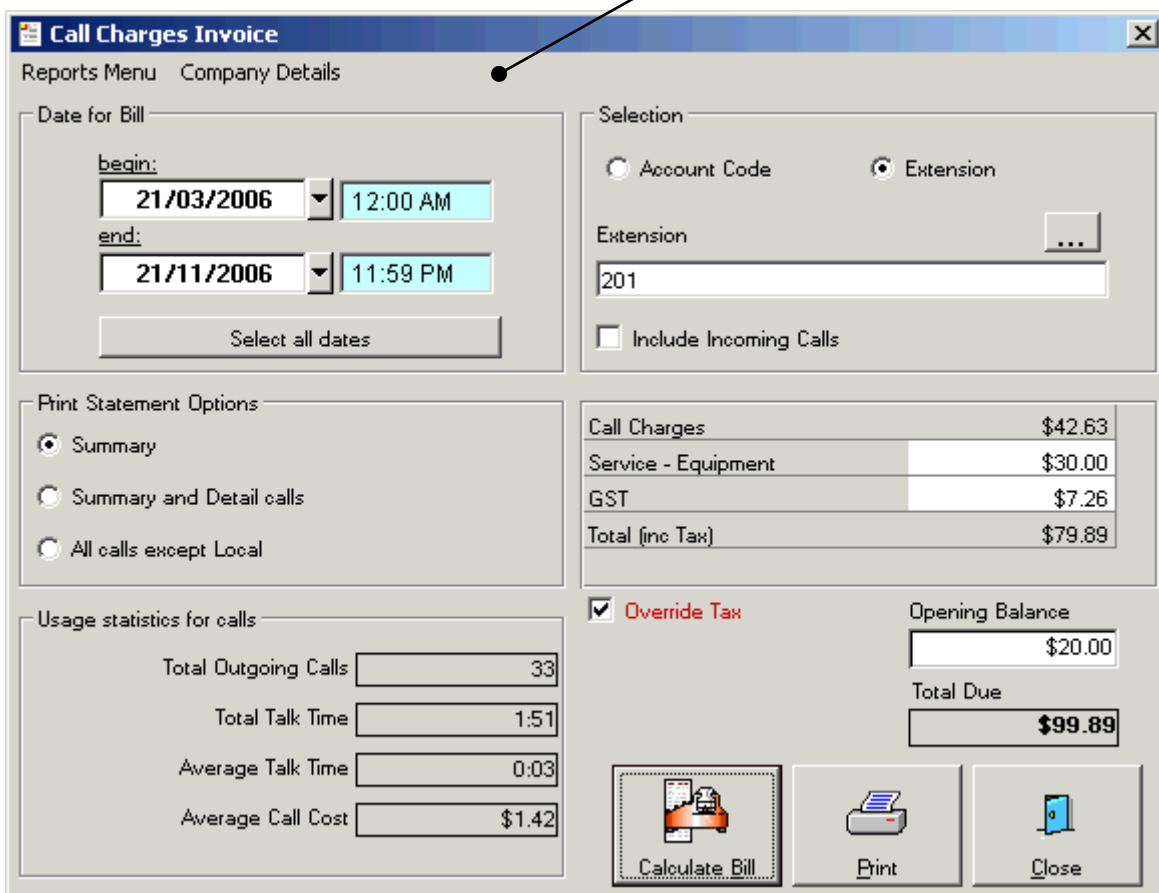
Enter any equipment or other service charge and then click on the Calculate button to determine the total cost.

To view and then print the invoice, click on the Print button.

You can include a company name and business number in the invoice printout.



A small dialog box titled "Company Details" with a close button (X) in the top right corner. It contains the text "Required for Tax Invoices:" followed by two input fields. The first field is labeled "Company Name" and contains the text "ACME". The second field is labeled "Business Number" and contains the text "323 435 454 22". At the bottom of the dialog are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

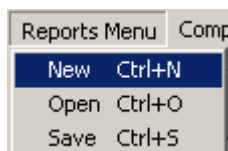


The main window is titled "Call Charges Invoice" and has a menu bar with "Reports Menu" and "Company Details". It is divided into several sections:

- Date for Bill:** Contains "begin:" and "end:" sections. The "begin:" section has a date dropdown set to "21/03/2006" and a time dropdown set to "12:00 AM". The "end:" section has a date dropdown set to "21/11/2006" and a time dropdown set to "11:59 PM". Below these is a "Select all dates" button.
- Selection:** Contains two radio buttons: "Account Code" (unselected) and "Extension" (selected). Below is an "Extension" input field containing "201" and a "..." button to its right. There is also an unchecked checkbox for "Include Incoming Calls".
- Print Statement Options:** Contains three radio buttons: "Summary" (selected), "Summary and Detail calls" (unselected), and "All calls except Local" (unselected).
- Usage statistics for calls:** A table with four rows:

Total Outgoing Calls	33
Total Talk Time	1:51
Average Talk Time	0:03
Average Call Cost	\$1.42
- Call Charges Summary:** A table with four rows:

Call Charges	\$42.63
Service - Equipment	\$30.00
GST	\$7.26
Total (inc Tax)	\$79.89
- Override Tax:** A checked checkbox.
- Opening Balance:** An input field containing "\$20.00".
- Total Due:** An input field containing "\$99.89".
- Buttons:** At the bottom are three buttons: "Calculate Bill" (with a calculator icon), "Print" (with a printer icon), and "Close" (with a door icon).



A dropdown menu titled "Reports Menu" with a "Comp" label to its right. It contains three items: "New Ctrl+N", "Open Ctrl+O", and "Save Ctrl+S".

You can save the report settings to allow convenient access when you want to generate the report frequently.

*Telephone Bill Statement – Tax Invoice*

ACME Business No. 323 435 454 22

Extension: Graeme

**Account Summary**

Printed on: Monday, 11 December 2006 04:41:54 PM

Report Period	21/03/2006 - 21/11/2006
Call Charges	\$42.63
Service - Equipment	\$30.00
GST	\$7.26
Total (inc Tax)	\$79.89
<b>Opening Balance</b>	<b>\$20.00</b>

**Total Amount Due: \$99.89**

**Call Statistics for Outgoing calls:**

Total Outgoing Calls	33
Total Talk Time	1:51
Average Talk Time	0:03
Average Call Cost	\$1.42

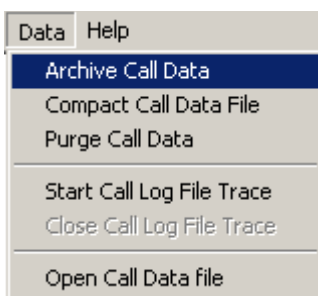
**Call Summary:**

Total for Local	\$1.96
Total for STD	\$3.10
Total for Mobile	\$25.62
Total for International	\$15.64
Total for Freecall	\$0.00
Total for Other	\$0.57

----- *End of Report* -----

## 6. Database Management

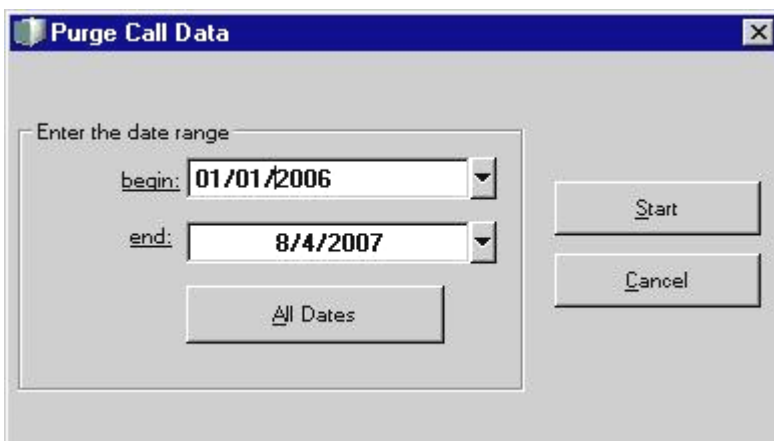
### 6.1 SMDR Database



**Archive Call Data** allows you to create a partial or full copy of the current call data file. You can specify the range of dates to extract the call data. At the end of the copy phase, you will be prompted to purge the data extracted from the current data file. If the extracted data isn't required for regular reports, then you can accept the purge prompt, and TeleTellus pro will clear the main call data file.

**Compacting** the call data can be done to reduce the excess data space inside the main call data file (smdr.dat) and make the file as small as possible.

**Purging** the call data file can be used to remove any unwanted calls.



## 6.2 Auto Backup Databases

There are several data files that should be backed up on a regular basis. These include the call database, and settings data files. By enabling the *Auto backup databases on exit* function, under the File menu, TeleTellus pro creates a copy of the data files and places them under the TeleTellus pro folder in a folder named Auto\_Backup\yy\_mm\_dd when you exit the program.

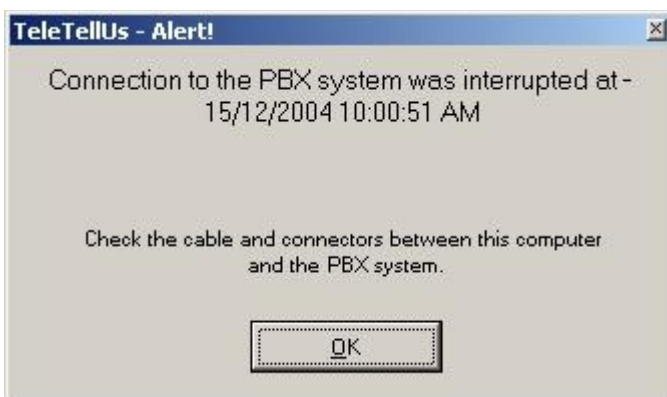
Where yy are the last 2 digits of the year, mm the month and dd the day.



## 7. Troubleshooting

The following troubleshooting tips may assist in resolving error messages or operation malfunctions. There are different types of error messages as listed below;

### 1. Communication problems



If TeleTellus pro is unable to be set online, you can check the following;

- The serial cable is firmly connected to the computer and telephone system
- The communication port is correctly selected in the Program Setup/PBX Settings screen
- The serial cable or any patch panel connections.

### 2. File or database error messages

TeleTellus pro uses data files stored on the disk. Should the computer experience an unexpected power failure during the online operation of Phone System Manager, there is a possibility that the data in one of the data files may be damaged. TeleTellus pro will display a message indicating a failure to open one of the database files.

If you have a recent backup of the affected data file, you can try to simply copy the backup file over the damaged file, and then restart Phone System Manager. However this method may result in loss of data. Alternatively, you can try to repair the data file by consulting with your authorized dealer.

The following files are database files in the TeleTellus pro installed folder;

SMDR.dat file

Contains the call data received from the PBX.

Rates.dat

Contains the telephone call charge rates used in the processing and calculation of call costs.

---



CallType.dat

Contains the descriptions of the call types used, e.g Local, National, International.

### **3. Incorrect Data appearing in the Call Monitor**

If call data does not appear in the TeleTellus pro main screen for Today's calls, or the date/time or other field of information does not appear normal then please check with your authorised reseller the Program Setup menu for the PBX;

### **4. Errors and Data files**

TeleTellus pro maintains a number of log files that can greatly assist in trouble shooting problems. These files are created in the TeleTellus pro folder and can be accessed using Windows Explorer. It is important that these files are not deleted or moved from the TeleTellus pro folder.

#### ***Error.txt***

TeleTellus pro automatically creates the Error.txt file in the TeleTellus pro folder, when an error occurs. This file maintains a log of the errors with a date/time stamp, an error code and a brief description of the error. In case an error is encountered at any time, the user is advised to look at the Error.txt file and report the error with the details given in this file. The user can open the Error.txt file in Notepad to view and print its contents.

#### ***Install.log***

An *install.log* file is created when TeleTellus pro is installed. It keeps a track of all the components that get installed and reports any errors during the installation process. It is also used during the uninstall process to remove the components installed by Phone System Manager.

#### ***Status.log***

This file maintains a history of the online / offline status of the Phone System Manager.

To help the Dealer troubleshoot and identify a problem, you need to send copies of the following files; Error.txt, and Install.log, (located in the TeleTellus pro folder.

---