

TNMG

TELEPHONE MANAGEMENT SYSTEM

USER'S GUIDE

DATATEX

TNMG USER'S GUIDE



DATATEX DYNAMICS

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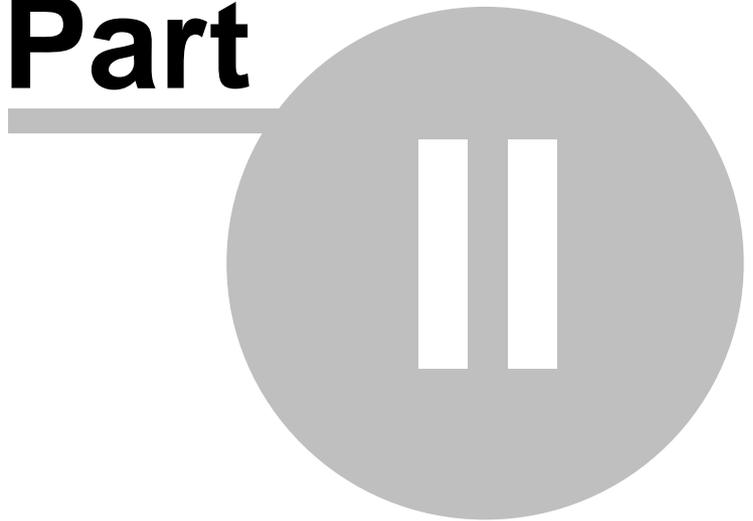


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2 Introduction

Introducing TNG

TNG, an acronym for TOPAZ Next Generation, is a fast and effective web-based Telephone Management System that is accessed via your web browser. Because accessing TNG is like logging on to the Internet, access is possible from any location and the need for 'client versions' or additional software is eliminated. The focus of TNG is ease of use, so the application offers a number of fixed reports with 'Drill Down' functionality which take reporting to another level. A summary report can be drilled down multiple levels to the detailed calls of a single report without any reloading or extra searches.

The configuration and maintenance of TNG can be performed by the end-user by means of a secure Administrator login. The application also makes provision for up to 10 Department Head logins, each with access to its own departments. Opposed to TOPAZ, TNG will have an annual subscription fee which will ensure that end-users are always up to date with the latest rate changes and new features.

From a technical point of view, the system is extremely easy to configure and maintain. TNG does not make use of a database but instead uses 20% of the available PC memory; resulting in fast searches and quick report generation. TNG is designed to run on both Windows and Linux operating systems.

TNG's minimal PC requirements are a Windows 2000/XP or Linux operating System, a Datatex TNG buffer, 20Mb of available memory for every 25000 calls received live and MS Internet explorer 6+ or Mozilla Fire Fox 1.5+ .

TNG contains the following key features:

- Summary reports contain drill down features to the detailed level
- Straightforward and efficient user interface
- End-user configuration and maintenance
- Installs on a single PC
- Accessible from anywhere on the network through your standard Internet/Web browser
- Remote access through LAN, WAN or Internet (*Additional setup on your network may be required*)
- Full system maintenance access through a secure Administrative login
- Department Head access levels can be limited to specific departments only or full access including general maintenance
- Export data in real time for third party applications through a TCP port and text file
- Fast memory-based system to reduce report generation time and enhance system performance
- Automatic purging of old data
- Simple and powerful new rates system
- Supports least cost routing (LCR)

-
- Cost calculator for estimating or verifying costs
 - Phone book facility to categorize, identify and search for telephone numbers
 - Supports both account codes and pin codes
 - Audible warning can be enabled to alert when the buffer is almost full
 - Buffer supplied standard with TNG
 - Report Scheduling
 - Export to CSV option

Part



3 TNG Standard installation

Installing TNG for the first time

You need very little technical knowledge to install TNG. To prepare yourself for the installation please ensure your PC meets the requirements to install and run TNG as specified at the beginning of the manual.

Before installing, make sure that your PABX is configured correctly; especially the date and time of the serial port settings. Contact your PABX supplier if you need help with this.

You need to know the following before proceeding with the installation:

1. Your country's international code

The international code for the country where you are based – for example South Africa's code is 27, the UK's code is 44 etc.

2. Local area dialling code

This is the code that people outside your town or city will prefix to your telephone number in order to dial you. In South Africa typical examples are:

011 - Johannesburg

021 - Cape Town

031 - Durban

3. Your telephone number

Your telephone number.

4. The international access dialling code

The prefix(s) used to indicate that an international call is being dialled from your country. - for example South Africa's international access code is 00.

5. The communication protocol between the TNG computer and the PABX.

This information can be obtained from your PABX supplier. There are 2 options: Serial and Network. For serial you only need to know the baud rate of the PABX port you are connecting to. In the case of a network interface you need to know the IP address of the PABX as well as the TCP port and any authentication information.

4. PABX make and model

This information can be obtained from your PABX supplier. Typical examples are PANASONIC D1232 and SAMSUNG NX308.

Installing TNG

When inserting the TNG CD into the PC for the first time, the installation window as shown below will appear. If it does not, browse to the CD drive and double click the setup.exe file.



Click 'Next' to proceed with the installation and read the licence agreement thoroughly before clicking 'accept'. The next pop up window will require you to select the type of installation you wish to do, select 'TNG Standard installation'. The following window will require your Country and area exchange information, TNG will automatically associate the correct VAT percentage for your country. Please fill in all the required fields. If you have more than one international access code you can split the values with a ',' for

example in South Africa you can access it by dialling either a 00 or 09 so you would enter 00;09 as the value for the international access code.

Setup - TNG

Select your installation type
Here you must choose whether you are installing TNG for Asterisk or normal TNG

TNG Standard Installation
Select this option if you are not connecting to Asterisk .
Please note that you will need the buffer to be connected to this PC

Asterisk 30 Day Evaluation - Register to Purchase
This version of TNG will only work with Asterisk and no other PABX.
No buffer is required

< Back Next > Cancel

Setup - TNG

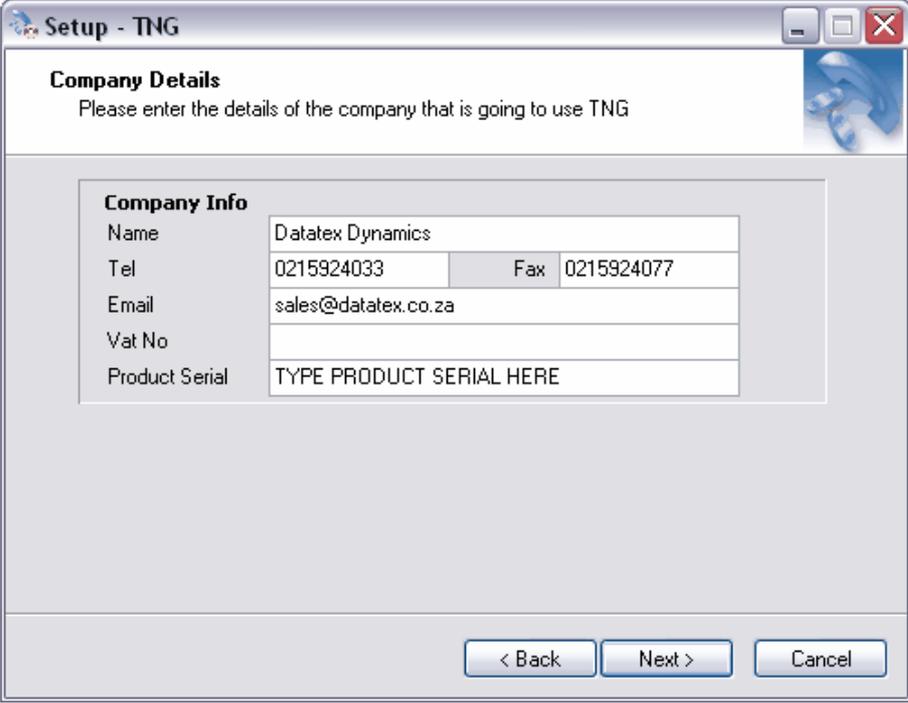
Country and Area Exchange information
Setup your dialcodes and country codes

Country Information
Country Code: 27 e.g. for South Africa enter 27 for the UK enter 44
VAT Percentage: 14

Exchange Information
Dialling Code: 021
Telephone Number: 0215924033 e.g. 0215924033 (Full Number including dialling code)
International Access Code: 00 e.g. 00 (Split more than one with a ; e.g. 00;09)

< Back Next > Cancel

The next window that pops up will require you to enter your company's details and the details of the support company.



Setup - TNG

Company Details
Please enter the details of the company that is going to use TNG

Company Info

| | | | |
|----------------|--------------------------|-----|------------|
| Name | Datatex Dynamics | | |
| Tel | 0215924033 | Fax | 0215924077 |
| Email | sales@datatex.co.za | | |
| Vat No | | | |
| Product Serial | TYPE PRODUCT SERIAL HERE | | |

< Back Next > Cancel



Setup - TNG

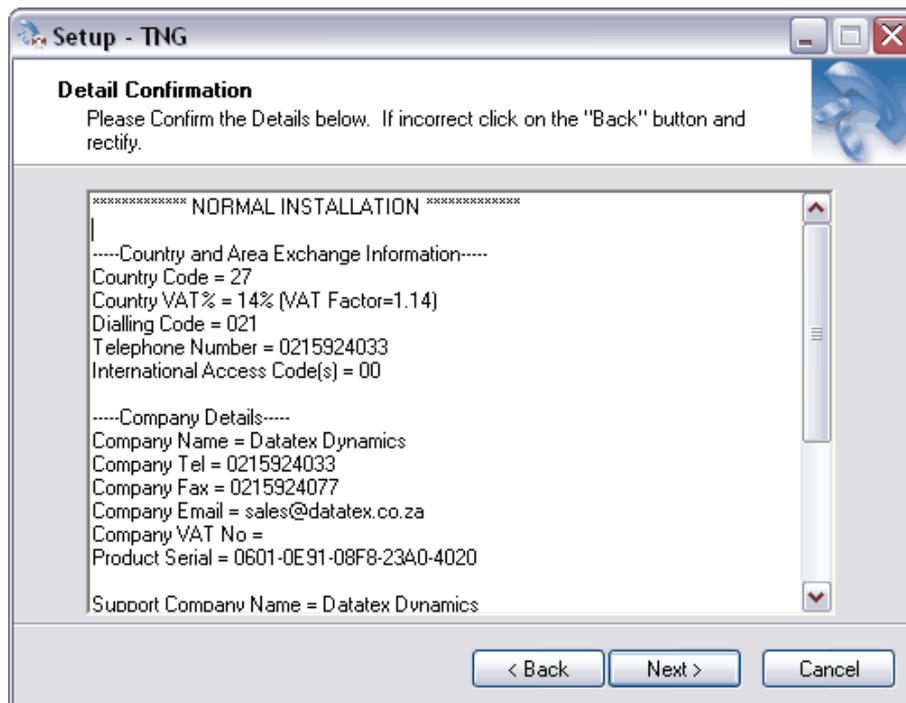
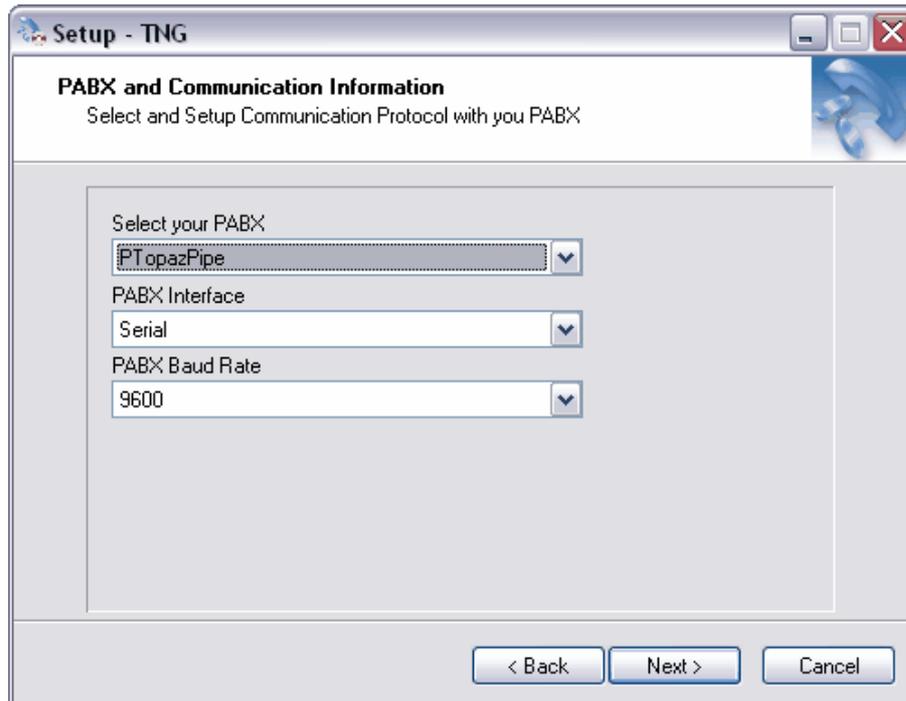
Technical Support Company Details
Please enter the details of the company that is going to support TNG

Support Company Info

| | | | |
|----------------|-----------------------|-----|-----------------|
| Name | Datatex Dynamics | | |
| Tel | 086 111 4351 | Fax | +27 21 592 4077 |
| Email | support@datatex.co.za | | |
| Installer Name | Jose | | |
| Installer Cell | 0855555555 | | |

< Back Next > Cancel

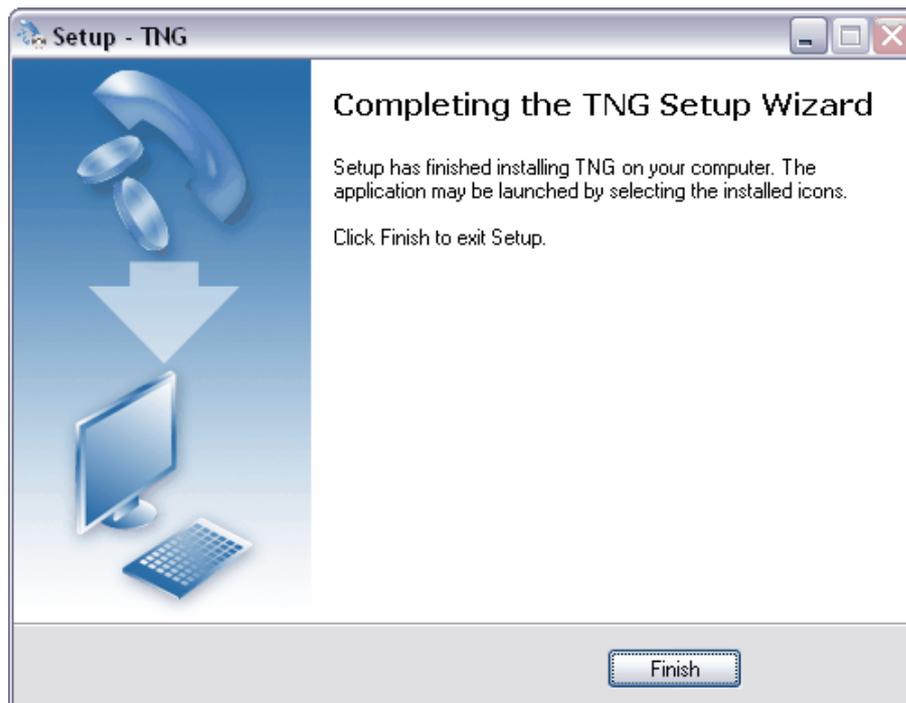
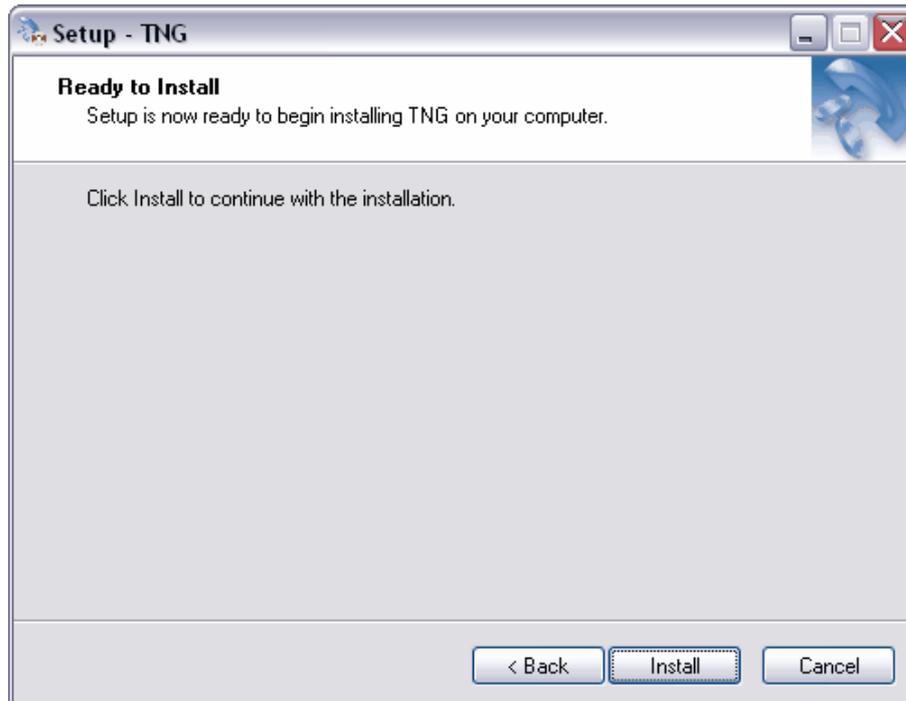
Click 'Next' to proceed and enter the details of the PABX and the connection type. If you require assistance with this, please contact your PABX supplier. Once you have entered the criteria, click on 'Next' to see confirmation of the details you have provided.



Once you have confirmed the details you have entered, TNG will notify you that it is busy installing the necessary drivers. Once the driver installation is complete you will then be prompted to connect the TNG buffer. When the buffer is connected securely, you may click on 'ok' and then proceed with the installation of TNG.



Should Windows request you to install the new hardware found agree to it to allow the USB buffer to be installed. Please note that it is very important not to connect the buffer prior to the point where the TNG installation process is asking you to do so.



When the installation is complete and all the necessary files have been extracted, you will be prompted click 'finish'. A browse window will open and once the buffer has been verified you will be able to login to TNG.

Part



4 TNG Asterisk installation

You need to know the following before proceeding with the installation:

1. Your country's international code

The international code for the country where you are based – for example South Africa's code is 27, the UK's code is 44 etc.

2. Local area dialling code

This is the code that people outside your town or city will prefix to your telephone number in order to dial you. In South Africa typical examples are:

011 - Johannesburg

021 - Cape Town

031 - Durban

3. Your telephone number

Your telephone number.

4. The international access dialling code

The prefix(s) used to indicate that an international call is being dialled from your country. - for example South Africa's international access code is 00.

5. The IP and port of the ASTERISK server as well as its login and password.

TNG will need this in order to communicate with the ASTERISK server in order to receive data.

Installing TNG for ASTERISK

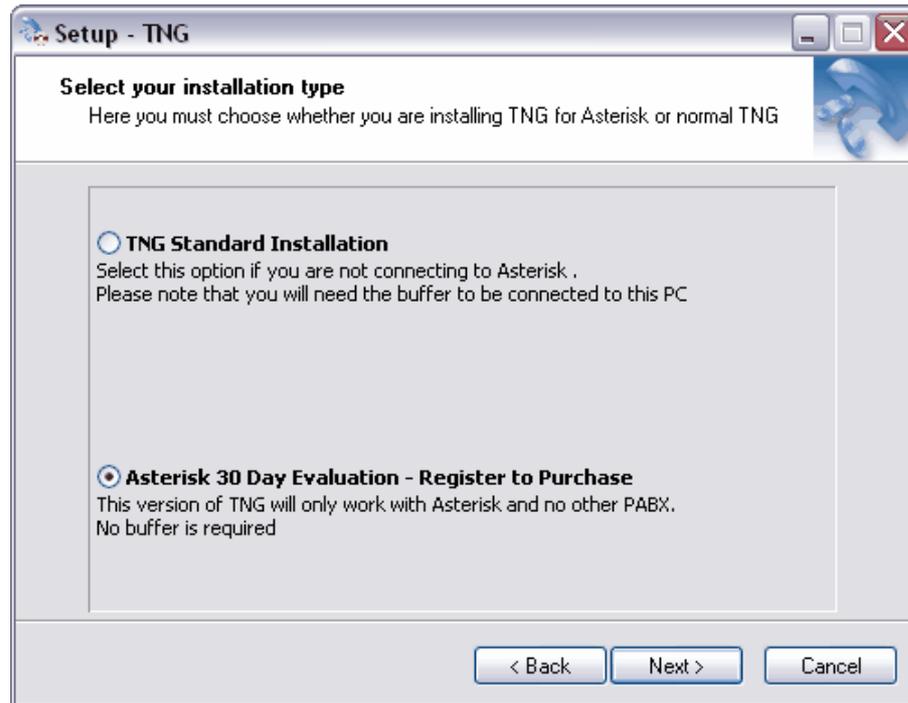
Installing from TNG CD

When inserting the TNG CD into the PC for the first time, the installation window as shown below will appear. If it does not, browse to the CD drive and double click the tng_setup_xxx.exe where xxx indicates a numerical number. Click 'Next' to proceed with the installation.

Installing from the internet

Download the TNG Asterisk installation file from the internet and begin the installation process below.

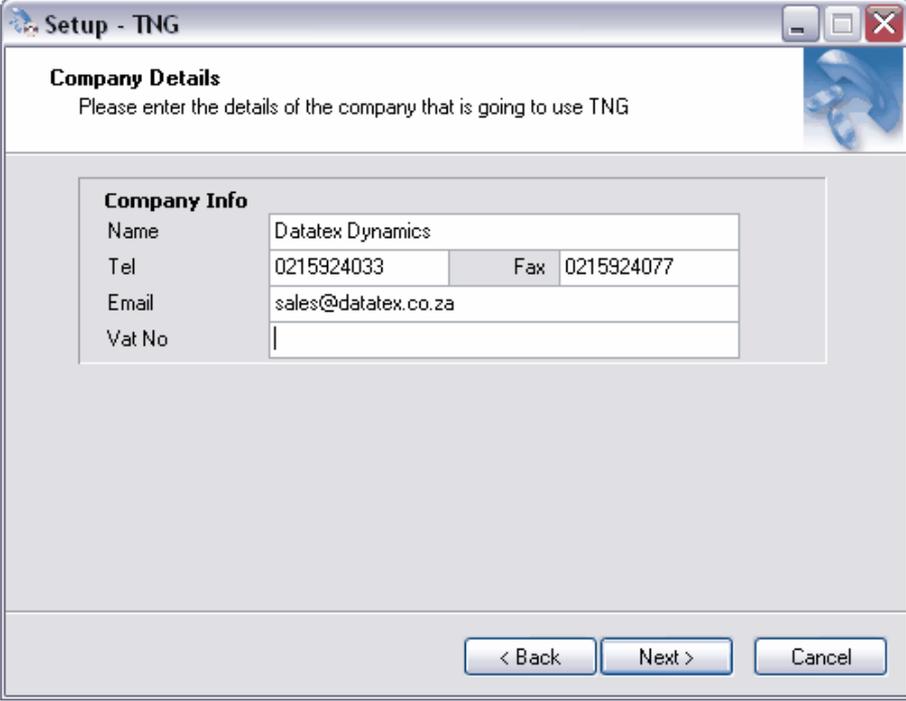
STEP 1: When prompted, select "ASTERISK 30 day evaluation - Register purchase" as your installation type. Click 'Next' to proceed.



STEP 2: Enter your Country and area exchange information in the fields provided. When entering your country code TNG will automatically associate the correct VAT percentage for your country. Click 'Next' to proceed.



STEP 3: Provide your company and support company's details in the supplied fields. Click 'Next' to proceed. If you are a registered Datatex dealer you will be required to enter your dealer code in the 'Support Company Info' section.



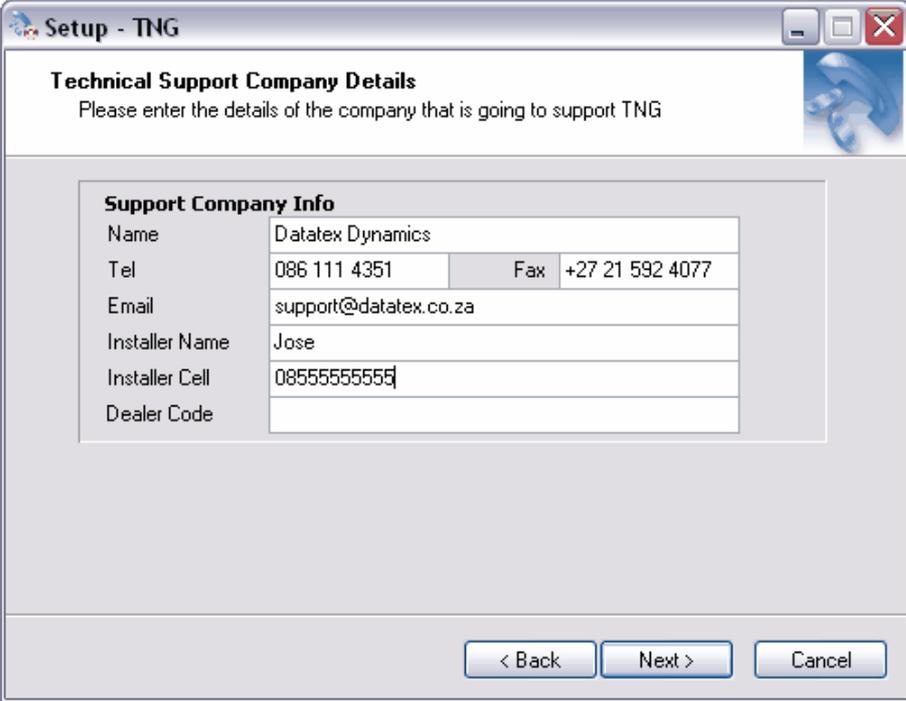
Setup - TNG

Company Details
Please enter the details of the company that is going to use TNG

Company Info

| | | | |
|--------|---------------------|-----|------------|
| Name | Datatex Dynamics | | |
| Tel | 0215924033 | Fax | 0215924077 |
| Email | sales@datatex.co.za | | |
| Vat No | | | |

< Back Next > Cancel



Setup - TNG

Technical Support Company Details
Please enter the details of the company that is going to support TNG

Support Company Info

| | | | |
|----------------|-----------------------|-----|-----------------|
| Name | Datatex Dynamics | | |
| Tel | 086 111 4351 | Fax | +27 21 592 4077 |
| Email | support@datatex.co.za | | |
| Installer Name | Jose | | |
| Installer Cell | 0855555555 | | |
| Dealer Code | | | |

< Back Next > Cancel

STEP 4: Carefully enter the ASTERISK PABX information in the fields provided, these settings are needed to communicate with the ASTERISK box.

Setup - TNG

PABX and Communication Information
Select and Setup Communication Protocol with you PABX

Asterisk Interface Information

Asterisk Server IP: 127.0.0.1
 Asterisk Port: 5038
 Login Name: tng
 Password: ●●●●●●
 Confirm Password: ●●●●●●
 Interface Method: Asterisk CSV File Import
 CSV File: c:\asteriskexport\Master.csv

< Back Next > Cancel

STEP 5: This is the detail confirmation page, it will ask you to verify all the information you have entered during the installation process. If all the information is correct, click 'Next' to proceed.

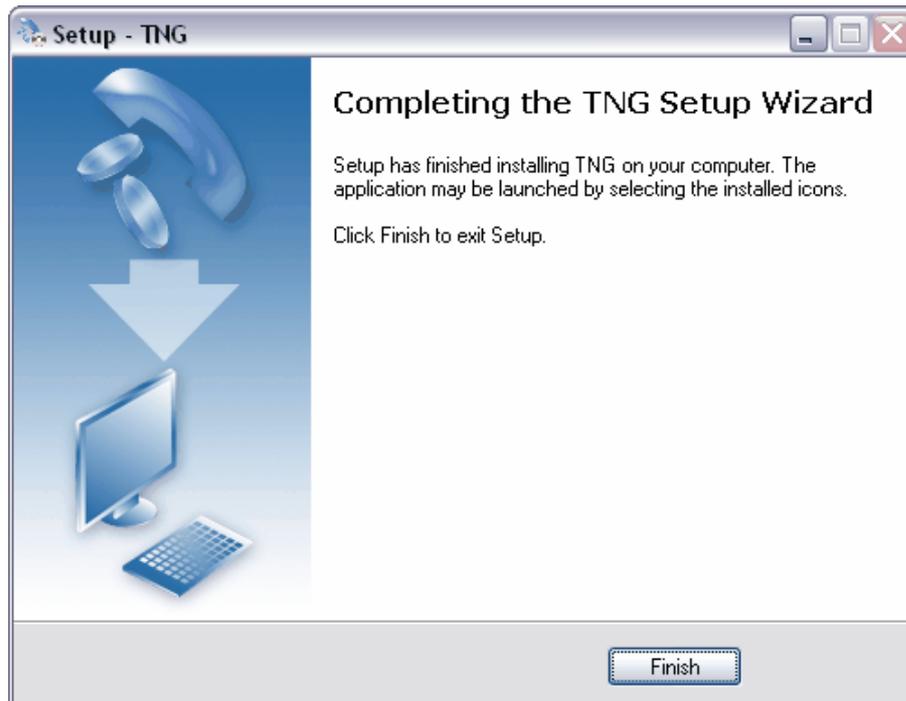
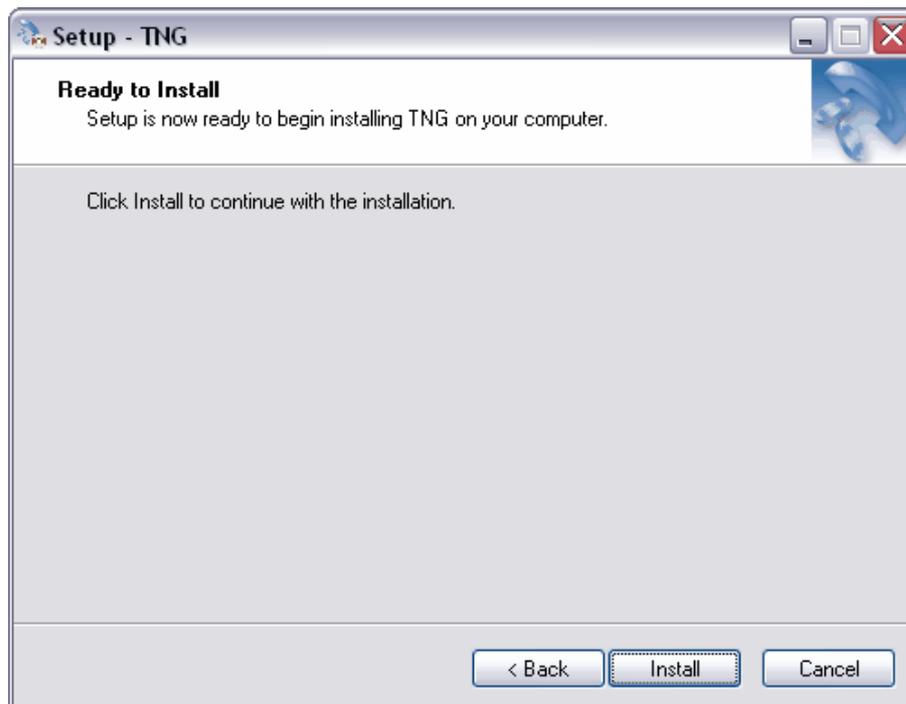
Setup - TNG

Detail Confirmation
Please Confirm the Details below. If incorrect click on the "Back" button and rectify.

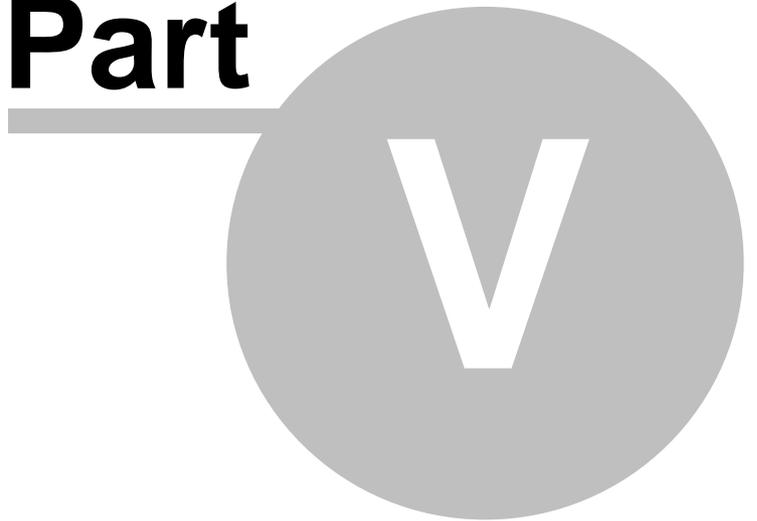
```
***** ASTERISK INSTALLATION *****
|
|-----Country and Area Exchange Information-----
|Country Code = 27
|Country VAT% = 14% (VAT Factor=1.14)
|Dialling Code = 021
|Telephone Number = 0215924033
|International Access Code(s) = 00
|
|-----Company Details-----
|Company Name = Datatex Dynamics
|Company Tel = 0215924033
|Company Fax = 0215924077
|Company Email = sales@datatex.co.za
|Company VAT No =
|
|Dealer Code =
|Support Company Name = Datatex Dynamics
```

< Back Next > Cancel

STEP 6: Once the previous details have been confirmed by you, you may click on 'Install' to proceed with the installation.



Part



5 Let's begin

Using TNG for the first time

How do I access TNG?

Accessing TNG is as easy as logging on to your favorite website. You will require the IP address and port number of the TNG server to enter into the address section of your browser, the format would be like <http://127.0.0.1:7080> or <http://somepc:7080>. When TNG is installed you may place a shortcut onto your desktop or add TNG to your list of favorites for easy and convenient access. Once connected to the TNG server a page like the one displayed below will appear, here you may login to begin managing your businesses communication costs effectively. On the top right hand corner of this page, you will notice the 'phone book' icon. This will allow all users access to the global telephone directory without having to log in to TNG. A user cannot add or modify entries when accessing the phone book in this way. Once a user is logged in, he/she will be able to add new entries and modify existing ones.

User

Password

Login

Calls are logged for **0 Days** and it is estimated that it will start to purge automatically in **6 Years and 11 Months**

[CLICK HERE FOR THE LATEST FEATURES](#)

Users currently logged in (0/11)

Datatex Dynamics CC
Version 1.0.6.6 - Copyright © 2007 - 2009 Datatex Dynamics CC
Product Serial No.: Country: Namibia (NA)

What is my login and password?

To begin setting up department heads and users for TNG you will require the default login and password. This can be obtained by the person who installed TNG for you. When you have logged in you may configure your own personal login and password and set up users and department heads each with a level of access granted to them by you, the Administrator. A maximum number of 10 Department heads can be configured each with access to their respective departments. Users can be set up with access to only the reporting facility - the level of access you grant them is entirely up to you. (To get more information on setting up access levels [click here](#)). Please note that the login and password is case sensitive.

Viewing the latest features in TNG

For a few weeks after installing TNG or updating to a new version, a link to the release history of TNG will be available on the login page. Clicking on this link will display a list of TNG releases and the features that was added and issues resolved. [Click here for the Lastest Features.](#)



Part



6 Registering TNG

Initial and Subscription Renewal Registrations.

Registering your TNG allows you to receive update notifications and keep your system up to date with the latest program and rates changes and releases. This will help ensure accurate billing and management of your telephone expenses.

A minimal annual subscription fee is applicable which assure continuing development and improvement keeping TNG an efficient and resourceful software solution that will stay up to date with the latest technology.

Subscription Renewal Registration or Purchasing for TNG for Asterisk

- Logon to TNG with the admin user name.
- Go to the License Page (Weighing Scale Icon)
- Scroll down to Registration Process and start by clicking the “Click Here” link in step 1. Select to save the file to disk.
- Click on the email link in step 2 and attach the file saved in step 1 and send the email.
- The Datatex registration server will process the email and send you an email with payment details and a reference number.
- Make the payment and be sure to use the supplied reference as the reference on your payment.
- Once we have confirmation of the payment we will send you an email with a new license key file attached.
- You can then continue with step 4 on the license page. Save the email attachment on your pc (please take note of the filename and the location) and click on browse in step 4. Select the file and click Step5 complete Registration Process. If the new license file has been successfully registered you will see a webpage displaying the new subscription expiry date.

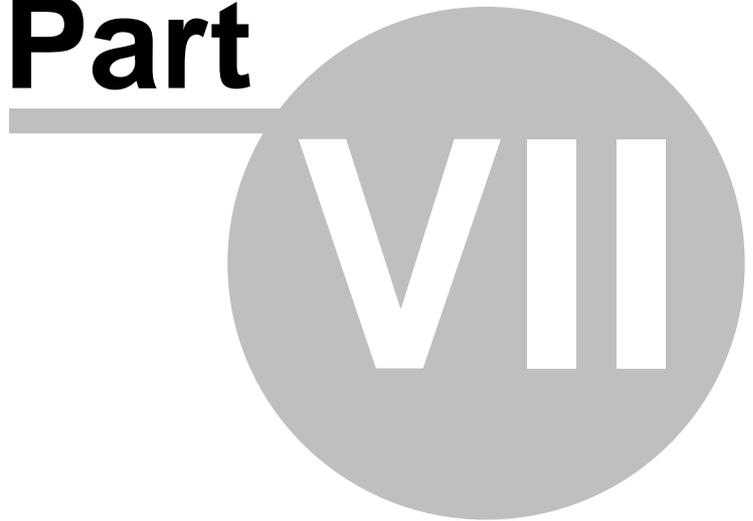
If it takes you back to the login screen when clicking on the complete Registration Process it means that your session has timed out and you will have to login with “admin” and redo step 4 and 5 on the license page.

TNG initial Registration (Not applicable to TNG for Asterisk)

- Logon to TNG with the “admin” user name.
- Go to the License Page (Weighing Scale Icon)
- Scroll down to Registration Process and start by clicking the “Click Here” link in step 1. Select to save the file to disk.
- Click on the email link in step 2 and attach the file saved in step 1 and send the email.
- The Datatex Registration Server will process your request and send you an email thanking you for registering TNG. The registration process is now complete and you can exit the license page.

(Please Note: If your initial registration is beyond the current subscription expiry date, you will be informed by email and you can follow the steps to renew your subscription if you wish to do so.)

Part

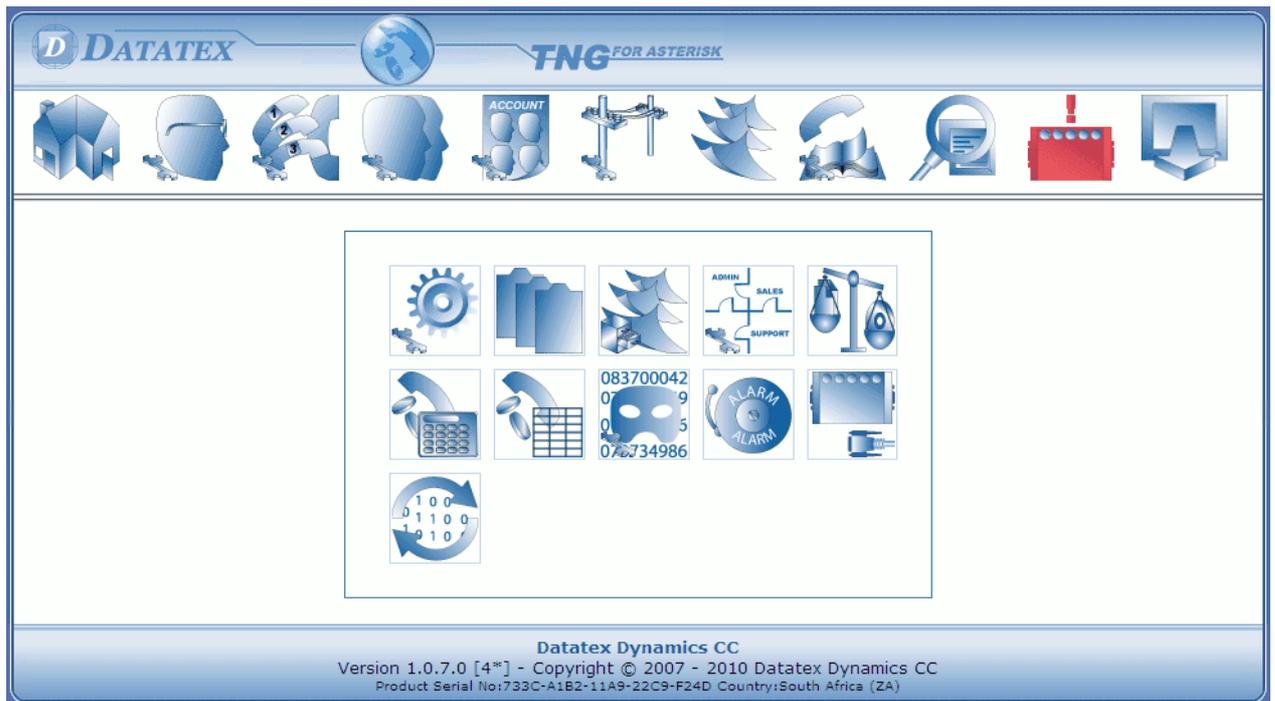


VII

7 The TNG homepage

The TNG homepage

The page that appears after you log in depends on the access level granted to you. If you are an Administrator, a page like the one directly below will appear. It is from this page that you will access various features by clicking once on the appropriate icon. Please keep in mind that pages may differ according to the level of access you have.



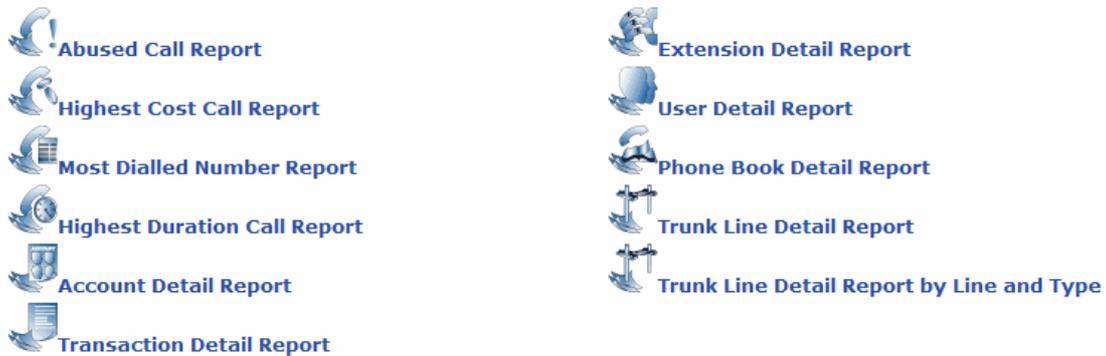
If you are a department head, the 'reports page' will be the first page that appears after you login. See example below.

Reports

Summary Reports



Detailed Reports

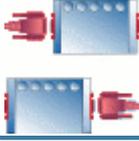


System Reports



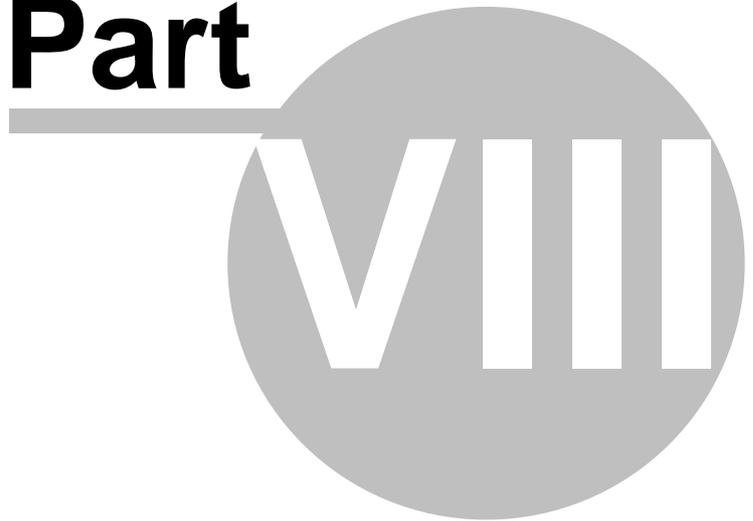
Homepage icons

| | | | |
|---|------------------------------|---|-------------------------------|
|  | Homepage |  | Department head configuration |
|  | Extension configuration |  | User Configuration |
|  | Billing and account settings |  | Trunk line settings |

| | | | |
|---|--|---|---------------------------------|
|  | Reports |  | Phonebook |
|  | Buffer alert (Will flash if no buffer is found or the buffer is not a valid Datatex buffer). |  | Call list |
|  | Logout | | |
|  | General settings |  | View server log |
|  | Archived reports |  | Department Markup Configuration |
|  | License and Subscription Information |  | Call cost calculator |
|  | Custom Ratebook |  | Call Masking Configuration |
|  | Alarm and Business Hours Configuration |  | View buffer info (Non Asterisk) |
|  | Synchronize old call data with current Phonebook, extension, user etc. data | | |



Part



8 Department Configuration



Department Configuration Page

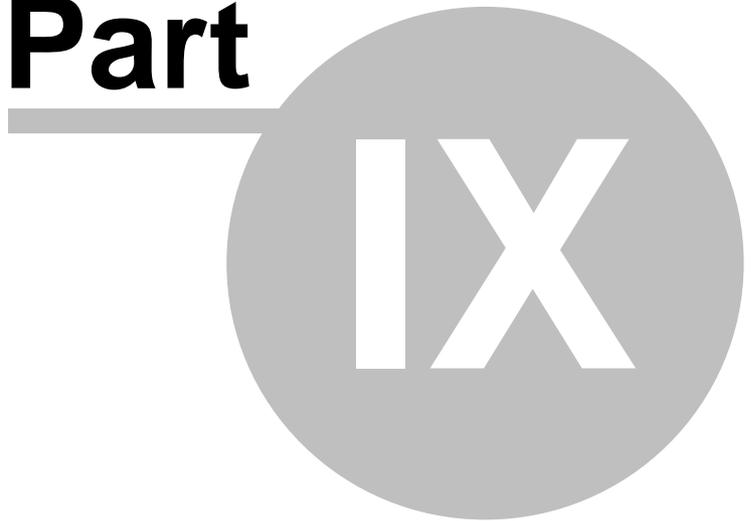
This page is used to setup predefined departments and allocated markups to these if necessary.

| Department Configuration | | Apply Changes |
|--------------------------|------------------------------|------------------------------------|
| Department Name | Department Markup Percentage | |
| <input type="text"/> | <input type="text"/> | <input type="button" value="Add"/> |
| Admin | 0 | |
| Sales | 0 | |
| Hotel Rooms | 20 | |

In the above example, a markup of 20% will be added to the Extensions and Users allocated to the Hotel Rooms department. This is a dynamic setting, and will re-calculate every time a report is generated or a value is displayed on the Call List Page.

A call that was "Marked-Up" will have a * prefix to it e.g *R20.00.

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9 Department head configuration



Department head configuration page

This page will be used to add, maintain and edit the accounts belonging to your department heads. They can be setup to have restricted or unrestricted access.

How do I add a department head?

A maximum number of 10 department heads can be configured. To begin simply click below the section titled 'New department head details'. Department heads can only view calls and generate reports on departments to which they have access. Select the department to which you wish to grant the person access from the drop down menu. You may select multiple departments, or alternatively click on ALL DEPARTMENTS to grant access to all departments. The tick icon must be clicked after a department has been selected in order to save it to the list. Enter a name and password for the department head in the fields provided, this user name and password will be used by that person to login to TNG.

In the section called 'department head access level' you may select either restricted or unrestricted access for this person. Restricted access means that a department head can not add or edit any users or extensions whereas unrestricted access allows department heads permission to add, delete or modify extensions and user details etc.

Remember to click on 'Apply changes' after each department head has been added. See example below:

The screenshot shows the 'Department Head Configuration' page. At the top, there is a blue header bar with the text 'Bottom' on the left, 'Department Head Configuration' in the center, and an 'Apply Changes' button on the right. Below the header, the 'NEW DEPARTMENT HEAD DETAILS' section is visible. It contains three main areas: 1. 'Add Departments' with a dropdown menu set to 'Admin' and a tick icon to its right, and a checkbox for 'All Departments'. 2. 'Name' field containing 'Jose' and a 'Password' field with four black dots. 3. 'Department Head Access Level' with two radio buttons: 'Unrestricted' (which is selected) and 'Restricted'.

How do I remove a department head form TNG?

You may remove an existing department head account from TNG and add another one in its place. On this page you will notice an icon that resembles a trash can next to each supervisor account. To delete an account, click on this icon next to the appropriate department head. After clicking on the icon, you will receive a pop-up message on your screen asking whether you are sure you want to proceed with deleting the account, if you are sure click 'OK' to this message (see example below). Please remember to click on the 'Apply changes' button, above each section to save your settings.

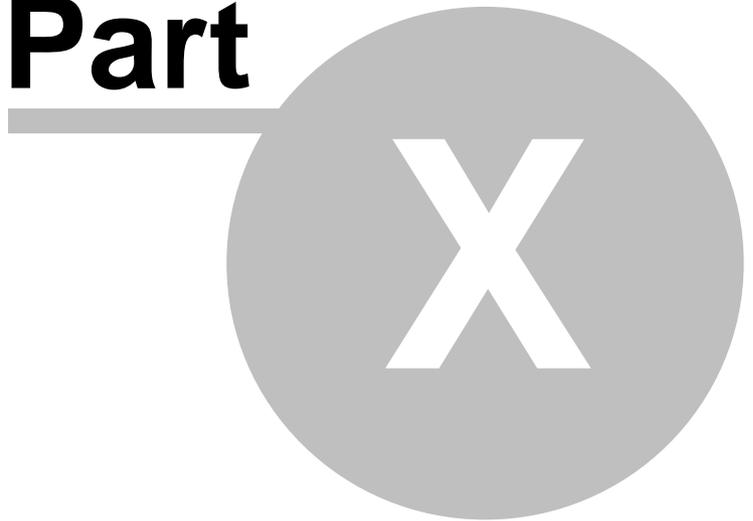
| Bottom | | Department Head Configuration | | Apply Changes |
|---|----------|-------------------------------|---|----------------------------------|
| NEW DEPARTMENT HEAD DETAILS | | | | |
| Add Departments | | | | |
| <input checked="" type="checkbox"/> All Departments | Name | Jose | Department Head Access Level | |
| | Password | •••• | <input checked="" type="radio"/> Unrestricted | <input type="radio"/> Restricted |



Please note that if a Department head is logged in you cannot remove it or modify settings for that Department head and also that if the Administrator is busy configuring Department heads, Department heads trying to log into TNG will not be able to do so.



Part



10 Extension configuration page



Extension configuration page

How do I add an extension range?

TNG has two methods for adding extension numbers, by extension range or automatically as it arrives on the call list page (the latter requires the extension number to be relayed by the PABX). When adding extension ranges, you have the option of including the department associated to the range, meaning that TNG will add the department name to each extension automatically. Once you have added your extension range and selected your department as displayed in the example below, click on the 'Add range' button. TNG will then automatically add each extension with the department selected above. Please note that a department selection is mandatory. See example below:

| Bottom | | | Extension Configuration - All Departments | | Apply Changes |
|----------------------|----------------------|----------------------|---|--|------------------------------------|
| Extension | Extension Name | Department | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | | | <input type="button" value="Add"/> |
| 300 | Jose Martins | Technical | | | |
| 301 | Ext 301 | Technical | | | |
| 302 | Ext 302 | Technical | | | |
| 303 | Ext 303 | Technical | | | |
| 304 | Ext 304 | Technical | | | |
| 305 | Ext 305 | Technical | | | |
| 306 | Ext 306 | Technical | | | |
| 307 | Ext 307 | Technical | | | |
| 308 | Ext 308 | Technical | | | |
| 309 | Ext 309 | Technical | | | |
| 310 | Ext 310 | Technical | | | |

How do I enable auto - update from PABX for extensions in TNG?

To enable TNG to update extension numbers automatically as calls arrive, tick the option 'Auto update extension names from PABX call data (Must be supported by the PABX).' Refer to the screenshot below.

| | |
|---|--|
| Add Extension Range | |
| From | <input type="text"/> |
| To | <input type="text"/> |
| Department | <input type="text"/> |
| | <input type="button" value="Add Range"/> |
| <input checked="" type="checkbox"/> Auto update extension names from PABX call data (Must be supported by the PABX) | |
| Top | <input type="button" value="Apply Changes"/> |

Allocating an extension name to an extension

Once you have added your extension range you may begin associating a name to each extension. If you click on an extension number you will notice that the entire field for that extension becomes available to edit (see below). To add a name, simply remove the existing name which is by default EXT, and the extension number, and type in the name of the person who will be using the extension in his or her place. Do the same for the department if necessary. Please remember to click on the 'apply changes' button, to save your changes.

| Bottom Extension Configuration - All Departments | | | Apply Changes |
|--|----------------------|----------------------|---|
| Extension | Extension Name | Department | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="Add"/> |
| 300 | Jose Martins | Technical |   |

Deleting extension numbers

If you wish to remove extension numbers from TNG, simply click on the trash can icon next to the relevant extension number to delete it.

Jose Martins

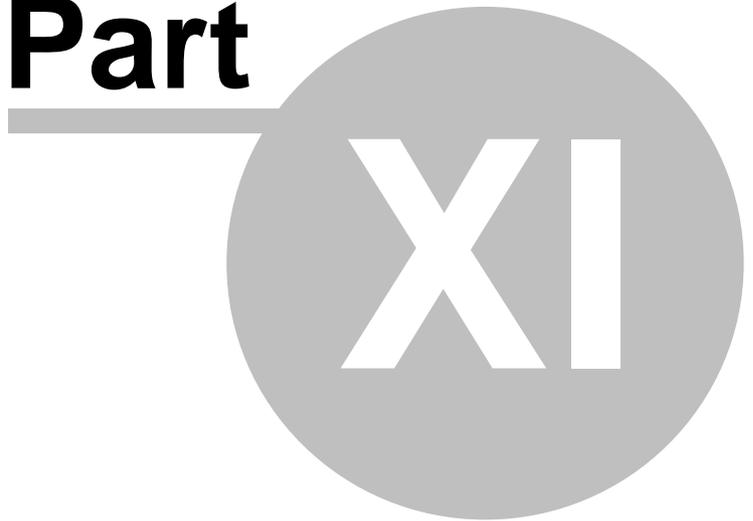
Technical



Please remember to click on the 'apply changes' button to save your settings before leaving the page.



Part



11 User configuration page

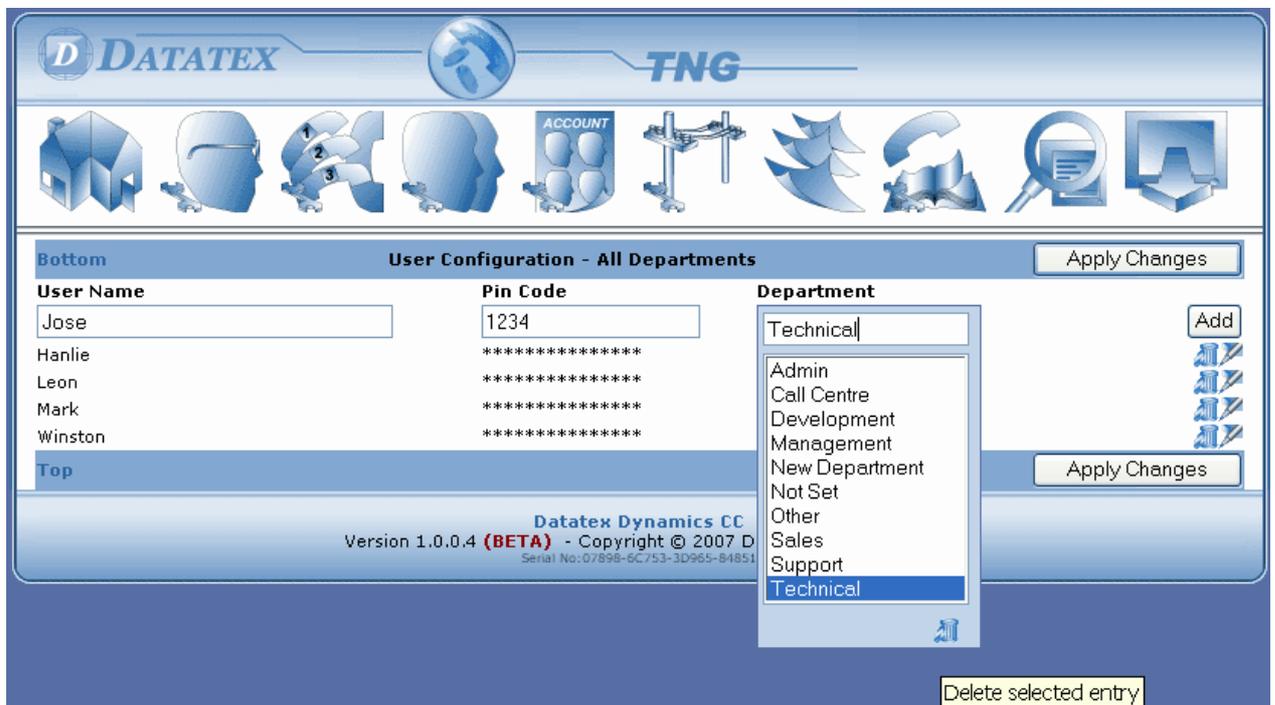
User configuration page

On the user configuration page you may allocate pin codes to different users. These pin codes will be used by the associated user to enter before making an outgoing call from any extension. **This feature is dependant on the PABX**, the pin codes configured on this page must match what the PABX is sending off as a pin code. You may also allocate departments to these users. When this feature is used it will override the extension name association and will use the user name configured here instead.

Adding a user with a pin code

In the top left hand corner of this page there is a 'user name' column and just below that there is a field where you may enter information. In this field, enter the name of the user. Once you have entered the name of the user, move your cursor to the right of the screen and click in the field below the 'pin code' column.

Here you will enter the pin code you wish to associate with this user, keep in mind that these pin codes are **first configured on your PABX** (if supported). You may now select a department to associate with the user from the dropdown menu. When you have finished adding your users and pin codes, click on the 'add' button, then the 'apply changes' button before exiting the page.



| User Name | Pin Code | Department |
|-----------------------------------|-----------------------------------|--|
| <input type="text" value="Jose"/> | <input type="text" value="1234"/> | <input type="text" value="Technical"/> |
| Hanlie | ***** | |
| Leon | ***** | |
| Mark | ***** | |
| Winston | ***** | |

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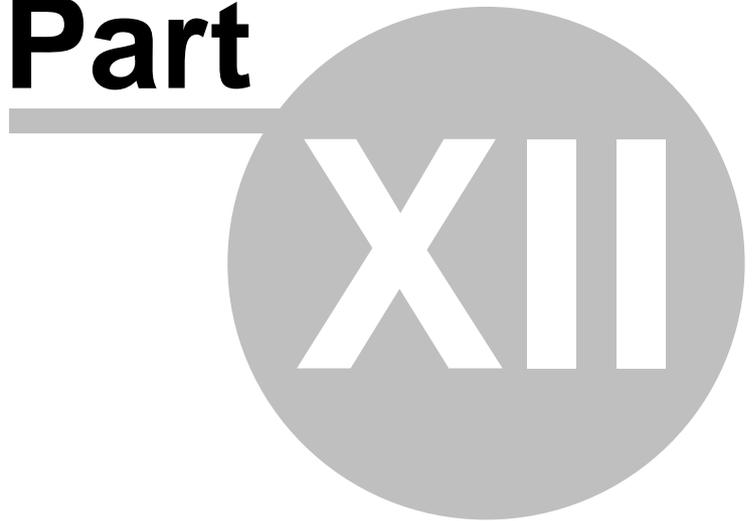
To modify or change any details for this user, such as the department name or the user name, click on the existing user name to edit the information. You may then type in the new user details. Remember to click on the add button, then the apply changes button to save the changes.

Deleting a user

To modify or change any details for this user, such as the department name or the user name, click on the existing user name to edit the information. You may then type in the new user details. Remember to click on the add button, then the apply changes button to save the changes. You can also remove departments from the drop down list by clicking on the department name and then clicking on the 'trash can' icon in the bottom right hand corner of the list. You may only remove departments that are no longer in use.



Part



XII

12 Billing & account settings



Billing and account settings

All telephone calls made on behalf of a client can be identified by entering a unique account code associated with the specific client. In other words, if you have a practice which involves billing clients for outgoing calls you may associate a unique code with their telephone calls enabling you to print a report on all the phone calls made to the client and bill them accordingly. Keep in mind that this feature is PABX dependant. You will associate the name of the client with a unique code; this code will be entered before or after dialling the telephone number of the client when initiating a call.

Setting up your account codes

To begin setting up your account codes click inside the 'edit' box below the 'account number' column and enter the unique code that you have chosen to associate with the client (First configured on the PABX). Move your cursor over to the 'edit' box below the 'account name' column and enter the name you would like use for the account. If your company bills clients for outgoing calls, you would enter the name of the client in the 'account name' column (see example below). Once you have entered the desired information, click on the 'add' button. When all account numbers have been added click on the 'apply changes' button to save the changes before exiting the page.

Bottom Apply Changes

| Account Number | Account Name |
|----------------|---|
| 1234 | Datatex Dynamics Add |

Top Apply Changes

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Modifying account codes

Making changes to existing account settings can be done by simply clicking on the account and replacing the existing information. Remember that after any changes have been made you must click on the 'tick' icon and then the 'apply changes' button before exiting TNG or clicking on another link.

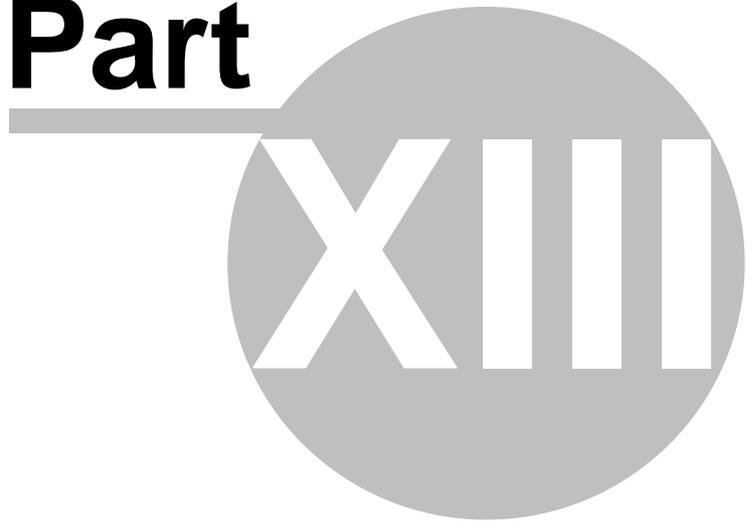
Deleting account codes from TNG

If you wish to remove an account from the database, simply click on the trash can icon next to the relevant account to delete it. The trash can icon is situated below the add

button next to each account.



Part



13 Trunk line settings



Trunk line settings

On this page you will be able to configure your trunk line settings, attach rate files to certain line numbers and add more trunk ranges. Setting this up is relatively simple.

Adding a trunk range

Let's say for example that your trunk range is from 1 to 10, you will not have to manually add each separate trunk number but rather add the entire range at once. You may also associate a ratebook to the entire range and add a description for the trunk lines. At the bottom of the page you will see a section resembling the following.

Associating a prefix to a trunk line

When adding your trunk range in TNG you can allocate a prefix to be used for a line. The prefix is to be entered in the 'prefix' section when adding your range. See example below.

Add Trunk Range

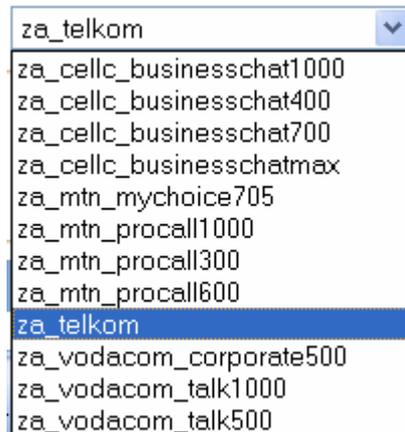
| | |
|------------------|---|
| Prefix | <input type="text" value="ZAP"/> |
| From | <input type="text" value="01"/> |
| To | <input type="text" value="10"/> |
| Description | <input type="text" value="Telkom"/> |
| Monitor Activity | <input checked="" type="checkbox"/> |
| Ratebook | <input type="text" value="za_telkom"/> <input type="button" value="Add Range"/> |

Click your mouse inside the 'From' field and type in the first number of your trunk range, i.e. 01. Just below that in the 'To' field, enter the last number of your trunk range, i.e. 10 and proceed by clicking on the 'Add range button'. TNG will then automatically add each trunk number between 1 and 10. If all your trunk lines will be using the same rate file, first select the rate file from the drop down menu and then proceed to add the range. TNG will automatically associate the chosen rate file for all the lines added and enabled Activity Monitors and alarms if the checkbox is checked.

| Bottom Trunk Configuration | | | | Apply Changes |
|----------------------------|----------------------|--------------------------|----------------------|---------------|
| Trunk | Trunk Description | Monitor Activity | Ratebook | |
| <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | <input type="text"/> | Add |
| ZAP01 | Telkom | Yes | za_telkom | |
| ZAP02 | Telkom | Yes | za_telkom | |
| ZAP03 | Telkom | Yes | za_telkom | |
| ZAP04 | Telkom | Yes | za_telkom | |
| ZAP05 | Telkom | Yes | za_telkom | |
| ZAP06 | Telkom | Yes | za_telkom | |
| ZAP07 | Telkom | Yes | za_telkom | |
| ZAP08 | Telkom | Yes | za_telkom | |
| ZAP09 | Telkom | Yes | za_telkom | |
| ZAP10 | Telkom | Yes | za_telkom | |

Associating rates to trunk lines

Once you have added your trunk range you must select a rate file to cost the calls on the specific line. To do this, simply click on the trunk line you added and the entire field will be made available for editing. Under the trunk description column you may enter a name or a description to associate with this line. In the rate book column you must select the correct rates file from the drop down list. In the example below we have selected the `za_vodacom_talk1000` rate file as on this line we are using a Vodacom cell router. When no cell routers are being used, select the rate file for your country. (See screenshot below).



Once you have changed the ratebook of a trunk line, you will be prompted to select a date from which you would like the calls to be recalculated with this new ratebook.

The default ratebook for undefined trunks

TNG allows you to choose a default ratebook for trunks that are undefined and have no ratebook associated to them. To choose the default ratebook, scroll to the bottom of the 'trunk line configuration' page to the 'default ratebook' section. Select one of the existing ratebooks from the drop down menu and click on 'apply changes' to save the setting. (See screenshot below).

Default Ratebook

This ratebook will be used to cost calls if the trunk is undefined

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Inactivity Monitoring a trunk line

To monitor and alarm on inactivity on a trunk line enable the Monitor Inactivity Option for the trunk. Also see Alarm Configuration page for the other settings.

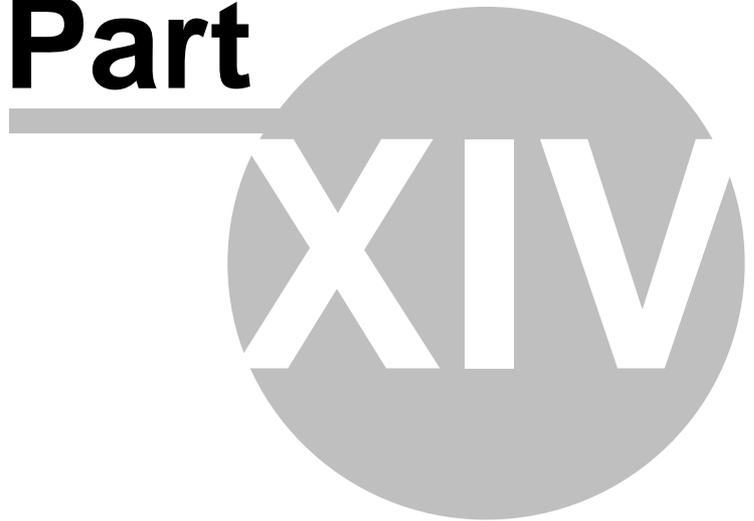
Deleting or modifying a trunk line in TNG

Removing a trunk line in TNG is done by clicking on the trash can icon next to the appropriate trunk line. Modifying or changing a rates file can be done by clicking on the pencil icon next to the trash can. This will make the filed available so you can edit or change its contents. Remember to click on apply changes before exiting the screen.

 -> Modify
 -> Delete



Part



14 Report's page



Reports page

TNG contains a highly efficient reporting tool that will ultimately empower the user with control over the way their telephone system is used. TNG features easy 'one click' reports that can be further configured to show you exactly what you want to see. The following reports are available in TNG, these reports are divided into two categories; summary reports and detailed reports. Below are the reports currently available in TNG.

Summary reports

- Department summary report – extension:

This report indicates the calls made and received by a specific department grouped by the extension number.

- Department summary report – user:

This report provides a listing of the calls made in a specific department grouped by the user associated with the extension or pin code.

- Trunk utilization report:

This report displays the trunk lines that are in use on your PABX and how many calls are made and received on each one. This report is very useful for checking whether routers are functioning correctly and to determine under-utilized lines.

- Call distribution per service provider report:

This report will show how many calls were made and under which service provider the calls were costed.

- Trunk occupancy report:

This summary report will display the total time spent and amount of calls on each line.

- Extension occupancy report:

This will display the total time spent and amount of calls for each extension.

- Busy Hour Reports:

These reports display a breakdown of call numbers per hour of day.

- Account Summary Report:

This summarizes calls grouped by Account Name.

Detailed Reports

- Extension detail report:

This detailed report will display all the calls made per extension.

- User detail report:

This detailed report will display all the calls made per user.

- Account detail report:

This detailed report will display all the calls that have been made to a specific client as configured on the Billing and Account settings page. This is very handy for practices that bill their clients on outgoing calls.

- Trunk line detail report:

This will display all the telephone calls made by each user/extension and on which trunk line the call originated.

- Trunk line detail report by line and type:

This detailed report will display the same information as the report above except it will group all the calls by each line number and call action.

- Phonebook detail report:

This report will display how many phone calls were made to an entry in the phonebook and the extension/user that made the call.

- Highest duration call report:

This particular report will show you the longest telephone calls that were made, the user/ext that made the call as well as the total cost. Calls will be listed from the longest duration to the shortest duration.

- Highest cost call report:

This report will show you the most expensive calls made, the ext/user that made the call and the cost of each call. Calls will be listed from the most expensive to the least expensive.

- Most dialled number report:

This report will list the most frequently dialled numbers and the user that made these calls.

- Abused call report:

This report will show you all the calls that exceeded the cost or duration configured under the abused call settings section which appears above the optional criteria for this report. (Also see the section on 'General Settings' for information on configuring the abused call settings).

- Transaction Detail Report:

This report will display calls in a similar view as on the live call list page and can thus be used as a "scroll back" for the live call list page.

System Reports

- Extension listing:

The Extension listing will provide a list of all the extension numbers in TNG. Departments can be specified with optional criteria to only display the extensions within the department selected. If no department is selected it will include ALL the extension numbers.

- Trunk Listing:

This report will list all the trunk line numbers in TNG, these can be listed by the trunk number, trunk name or the rate book associated to the trunk.

- User Listing:

The user listing report will provide a list of all the pin code users in TNG. This list can be broken down to view only the users of a particular department or alternatively all the users can be listed.

- Account listing

The account listing report will provide you with a list of all the the account numbers and account names configured in TNG.

Date Selection

Selecting the date period for the information you want your report to contain is done by clicking on the calendar icon above the optional criteria (circled in red above). You may manually select the desired date period by using the between dates option or select an alternative date option from the drop down menu. You can manually select the desired time period for your reports too, you may choose between selecting a daily interval for example from 08:00 to 17:00 each day or you may specify your own time period. These settings are configured on the screen below by clicking on the clock icon situated below each calendar. The icon to the left will be used to setup a daily interval and the icon to the right will be used to setup a specific time period.

The screenshot displays a date selection interface. At the top, there is a dropdown menu set to "Between Dates". Below this are two calendar views. The left calendar shows a list of months from January to December, with a dropdown arrow next to "March" and "2008". The right calendar shows the month of "March 2008" with a grid of days. The number "3" is circled in red in the first row of the right calendar. Below the calendars, there are two time selection options. The first option shows a time range of ": 00 Now" with a clock icon and a checkmark below it. The second option shows a time range of "To 23 : 59 : 59 Now" with a clock icon and an 'X' below it.

Double click on the month or year displayed in order to access a drop down menu which will allow you to quick select another search period. Once the date range has been selected you can proceed on to the optional criteria.

Optional criteria

After you have selected the report you wish to use, a screen will appear with certain optional criteria for you to include on the report. Optional criteria allows you to specify exactly what information you want to see, for example you can specify a department, or even choose a report to show specific call types (as below). Certain reports will include the option to add page breaks, if this option is used it will separate the extensions for example with a break between each one. For reports you may include the following optional criteria; below we have used the example of 'call outcome' allowing you to specify the types of calls you wish your report to display.

Optional Selection Criteria

- Departments
- Extensions
- Users
- Accounts
- Account Code
- Trunks
- Phonebook Entry
- Call Outcome

- Outgoing Calls Only
- Incoming Calls Only
- Incoming Unanswered Calls Only
- Outgoing Unanswered Calls Only
- Incoming Answered Calls Only
- Outgoing Answered Calls Only
- Answered Calls Only
- Unanswered Calls Only

- Call Type
- Number
- Private Calls Only
- Add Page Breaks

If an option is not selected it will automatically include all values for that option.
For example, if "Departments" is not selected, all departments will be reported on

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You may select multiple optional criteria for a single report. You will also have the option on a summary report to not include detail. When this is selected all details will be excluded from the report thus disabling further drill down functionality. This is done when the user does not wish to view the details of the calls and just needs a brief summary, or if a user wishes to e-mail the report and does not want the recipient to see the details. TNG however, will automatically disable further drill down functionality if it detects that the report being processed is too large. The user can either select a shorter date period to reduce the amount of calls, or use the detailed report options to view the calls for the previously selected date period.

Drill down functionality

TNG's unique 'Drill Down' functionality takes reporting to the next level by allowing the user to view a report and drill down multiple levels to the detailed calls from within a single report without the need for any reloading or extra searches. See example below.

| Department | Long | | | | | Call Duration | Average Ring | Un-Ans | Calls | Total | % |
|----------------------|------------|-----------|---------------|------------|-----------|-----------------|--------------|----------|-----------|------------|-----|
| | Local | Distance | International | Cellular | Other | | | | | | |
| + Admin | R9 | R2 | R0 | R4 | R0 | 00:01:10 | 00:00 | 0 | 16 | R15 | 22% |
| + Development | R15 | R0 | R0 | R4 | R0 | 00:02:46 | 00:00 | 0 | 16 | R19 | 28% |
| + Jana | R2 | R0 | R0 | R0 | R0 | 00:00:47 | 00:00 | 0 | 30 | R2 | 3% |
| + Management | R6 | R0 | R0 | R5 | R0 | 00:00:56 | 00:00 | 0 | 10 | R11 | 16% |
| + Not Set | R2 | R0 | R0 | R0 | R0 | 00:00:59 | 00:00 | 0 | 2 | R2 | 3% |
| + Sales | R2 | R1 | R0 | R8 | R0 | 00:01:39 | 00:00 | 0 | 5 | R11 | 16% |
| + Support | R0 | R1 | R0 | R0 | R0 | 00:00:13 | 00:00 | 0 | 1 | R1 | 1% |
| + Technical | R8 | R0 | R0 | R0 | R0 | 00:01:12 | 00:00 | 0 | 10 | R8 | 12% |
| Grand Totals: | R44 | R4 | R0 | R21 | R0 | 00:01:19 | 00:00 | 0 | 90 | R69 | |

Click on the '+' (circled in red in this manual) to expand the link to display the details on this user. The report used here is the department summary report. This 'drill down' functionality can be used with any summary report.

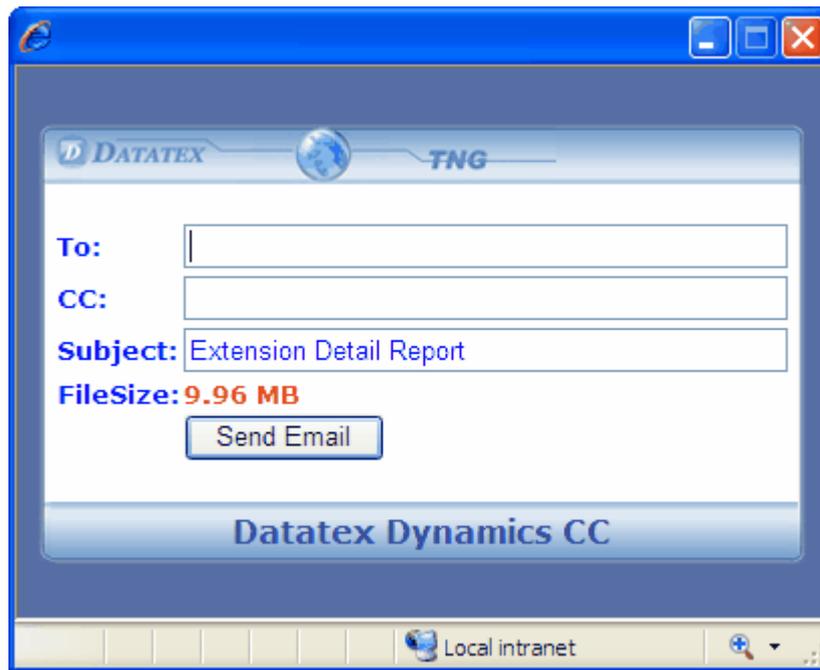
| Department | Long | | | | | Call Duration | Average Ring | Un-Ans | Calls | Total | % |
|--------------|-----------|-----------|---------------|-----------|-----------|-----------------|--------------|----------|-----------|------------|------------|
| | Local | Distance | International | Cellular | Other | | | | | | |
| - Admin | | | | | | | | | | | |
| Jose | R9 | R2 | R0 | R4 | R0 | 00:01:10 | 00:00 | 0 | 16 | R15 | 100% |
| Admin | R9 | R2 | R0 | R4 | R0 | 00:01:10 | 00:00 | 0 | 16 | R15 | 22% |

Please note that TNG will automatically disable further drill down functionality if it detects that the report being processed is too large. The user can either select a shorter date period to reduce the amount of calls, or use the detailed report options to view the calls for the previously selected date period.

E-mailing reports

This feature is dependant on the mail server settings configured in the chapter on the general settings page.

Once you have viewed your desired report you will have the option to e-mail it. This option can be found on the top left hand corner of every report page. The e-mail facility is represented by an icon resembling an envelope with the letter 'e' beside it (). If you click on this icon a screen resembling the one below will appear. The size of the attachment is displayed. If your mail server or the recipients mail server can't handle the size displayed, we recommend decreasing the date range or selecting fewer extensions/department etc. On the mail popup, enter the recipients e-mail address and click on send e-mail to send the report.



Scheduled Reports

TNG offers a unique feature enabling the user to automatically schedule reports for e-mailing on a daily, weekly or monthly basis. Scheduled reports are configured in exactly the same way one would setup a regular report to preview. First the date range must be selected for the scheduling, this is done by clicking on the 'calendar' icon as you would when selecting a regular report. Instead of clicking 'Preview', the 'Schedule' button will be clicked and this will enable the report for scheduling. TNG will automatically advance the scheduling to the next date range making sure your scheduled report when e-mailed in the future contains the correct data. See the screenshots below.

Step 1: Choose your report.

Summary Reports

| | |
|---|---|
|  Call Distribution per Service Provider Report |  Department Summary Report - Extension |
|  Trunk Utilization Report |  Department Summary Report - User |
|  Trunk Occupancy Report |  Extension Occupancy Report |
|  Busy Hour Report - Extension |  Busy Hour Report - User |
|  Account Summary Report | |

Detailed Reports

| | |
|--|---|
|  Abused Call Report |  Extension Detail Report |
|  Highest Cost Call Report |  User Detail Report |
|  Most Dialed Number Report |  Phone Book Detail Report |
|  Highest Duration Call Report |  Trunk Line Detail Report |
|  Account Detail Report |  Trunk Line Detail Report by Line and Type |
|  Transaction Detail Report | |

System Reports

| | |
|---|---|
|  Extension Listing |  User Listing |
|  Trunk Listing |  Account Listing |

Step 2: Select your optional criteria.

Optional Selection Criteria

Departments

Current
 Admin
 Development
 Management
 NotSet
 Sales
 Support

Extensions

Phonebook Entry

Call Outcome

Call Type

Number

Private Calls Only

Do not include detail

You can select more than one option by holding the "Ctrl" key down on the keyboard and clicking the options with the mouse.

If an option is not selected it will automatically include all values for that option. For example, if "Departments" is not selected, all departments will be reported on

Please note: If an option is not selected it will automatically include all values for that option.

For example, if "Departments" is not selected, all departments will be reported on.

Step 3: Select the date range.

Remember to click on the 'tick' to save the date range you have selected.

Step 4: Click on the Schedule Button

A page will appear where you will have to specify the frequency that the report should get e-mailed and the e-mail addresses of the recipients. Multiple e-mail addresses can be added by separating each address with a semi-colon. This page will also display the reports that are currently setup for scheduling as well as its scheduled time and date for sending and the intended mail recipients. A scheduled report can be deleted from the list by simply clicking on the 'trash can' icon next to the relevant report. See example below. Please remember to click on 'Apply changes' before exiting this page. Once saved, your report is ready for scheduling.

Archive scheduled reports

TNG offers you the convenience of archiving scheduled reports for future reference. When you configure a report to be scheduled, you will notice an archive tick box under the 'schedule criteria' section. If you wish to archive the scheduled report, make certain this box is ticked. Once ticked, a sub section called 'archive criteria' will be displayed, in the 'archive sub folder name' type in the name of the folder you wish this report to be saved to. (The actual directory to this folder is specified on the general settings page under 'data configuration').

| Bottom | | Report Scheduling | | Apply Changes |
|--|--|-------------------|--|---------------|
| Report Criteria - (Department Summary Report - Extension) Date and Time Criteria (Daily Interval - This Week) | | | | |
| Description Subject : Detailed report per agent | | | | |
| Schedule Criteria Frequency: Monthly Day of Month : 1 Time: 08 : 00 Options: <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Archive | | | | |
| Email Criteria Email To : jose@company.co.za Email CC : theboss@company.co.za,themanager@company.co.za | | | | |
| Archive Criteria Archive Sub Folder Name: abused reports | | | | |
| Related Scheduled Reports | | | | |
| Show all my schedules | | | | |
| Top | | | | Apply Changes |

Edit Scheduled Report

To edit a scheduled report click on the Schedule button of any report's criteria page. This will display a screen similar to the one above. Find the schedule to modify from the **Related or Unrelated Scheduled Reports** section and click on the Edit Button  to the right of its name. This will take you back to the Report Criteria screen for the selected Scheduled report and preselect the values for you. A heading will appear at the top to display that you are editing a scheduled report and the name of it.

Modify Scheduled Report: This is a report for last month daily

| Bottom | Department Summary Report - Extension selection criteria | CSV Export | Schedule | Preview |
|--------|--|------------|----------|---------|
|--------|--|------------|----------|---------|

You will now make the required changes or leave as is and click on Schedule to go to the Schedule settings as per **Archive scheduled reports** above and follow the same procedure as for a normal Schedule.

Exporting to a CSV file

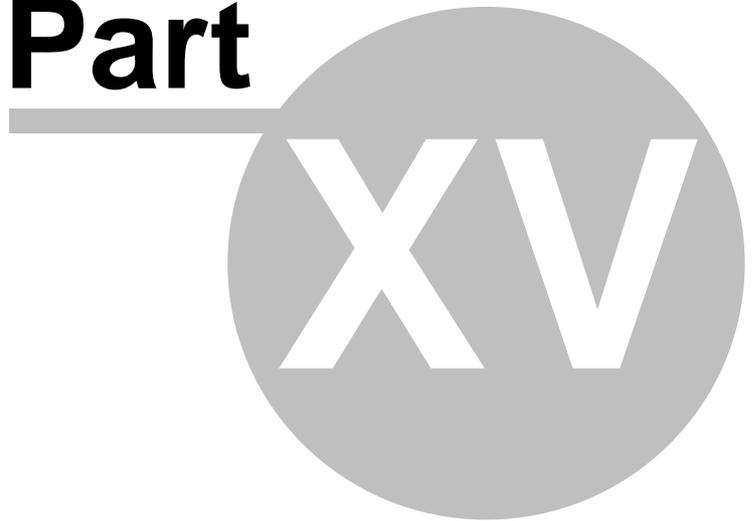
Microsoft Excel. To export to a CSV file, please follow steps 1, 2 and 3 above for scheduled reports. The process is exactly the same and the report must be configured as it normally would, the only difference is that instead of clicking on 'Schedule' you will click on the 'CSV Export' button (See below)). This will bring up a message prompting you to save or open the file with Excel. You may choose either, however if you choose to open the file it will not be saved, you will have to save it manually from Excel.

All total costs on the report will be excluded when it is exported to Excel as this will allow the user to add totals as per their preference using Excel's functionality.

Click the CSV Export button.



Part

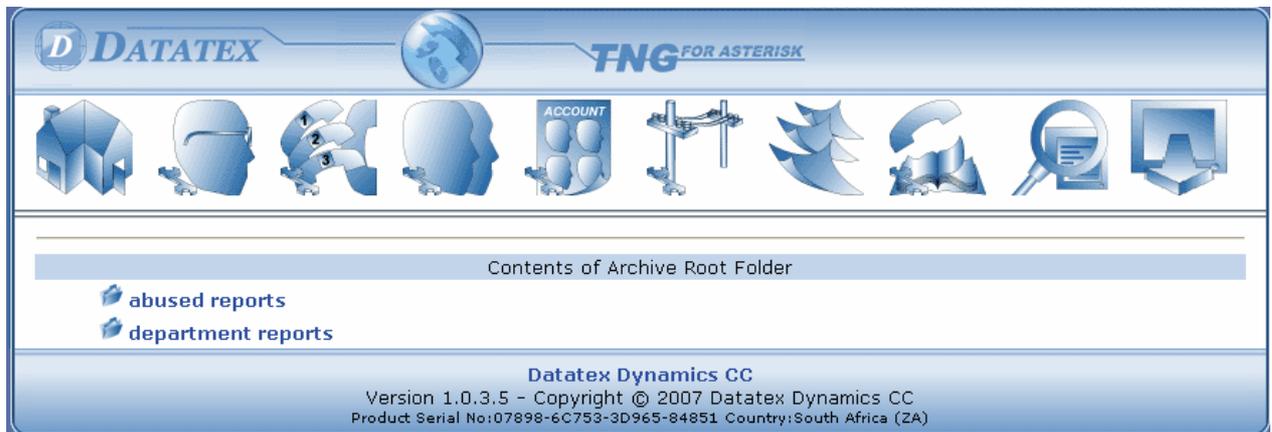


15 Archived reports

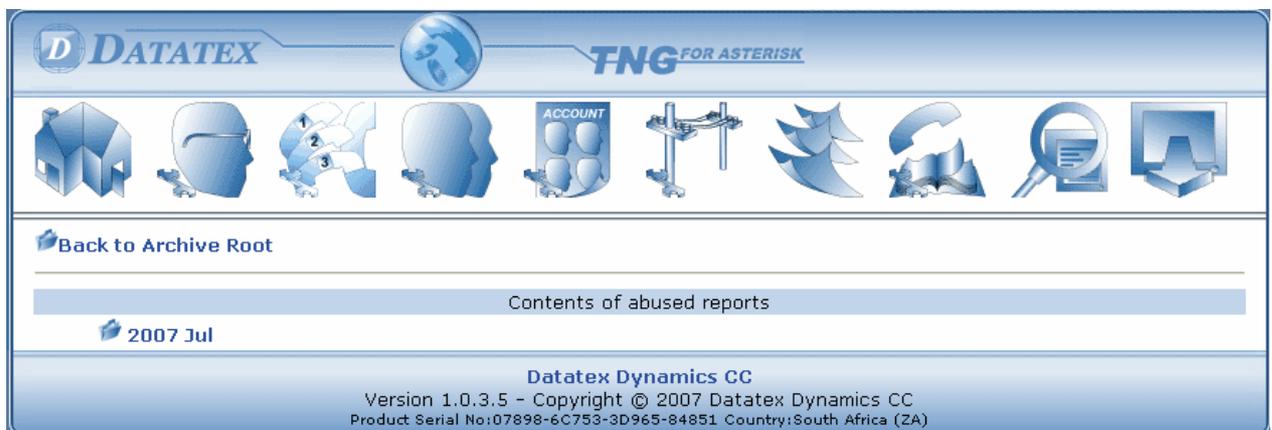
Archived Reports

TNG allows scheduled reports to be archived in case a user may wish to view the report again at a later stage and is unable to pull another report because the data has already been purged for that period. Archived reports apply only to scheduled reports and are saved in the directory indicated on the 'general settings' page of the TNG server. The folder in which these reports will be saved can be specified on the 'report scheduling' page by enabling the archive option and entering the 'archive sub-folder name'. (More information in the previous chapter under scheduled reports).

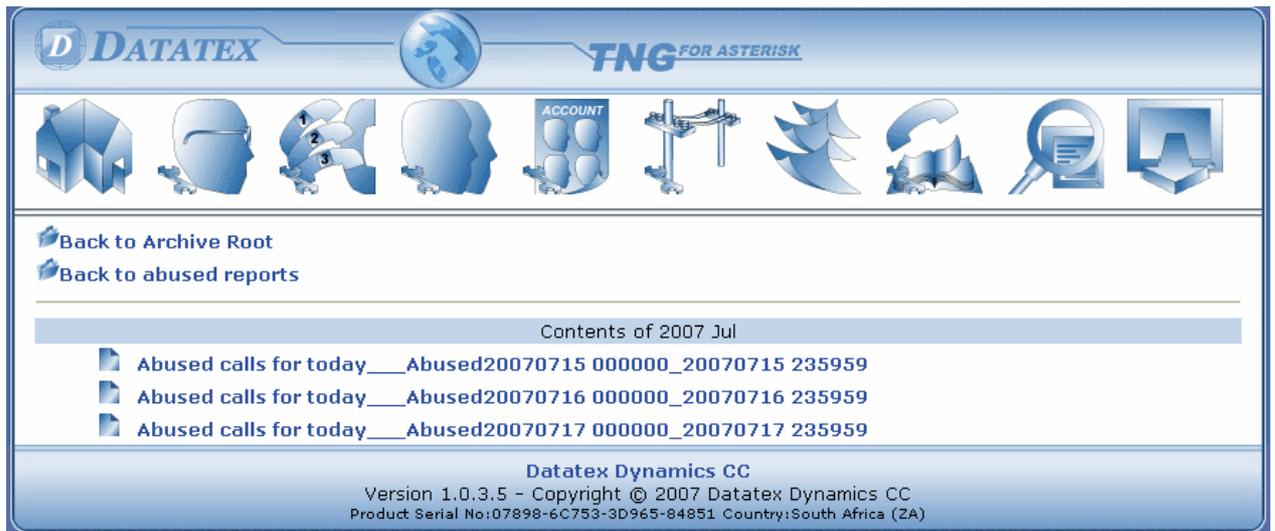
The archived reports page will immediately display the contents of your archived report directory (see general settings chapter). This directory will contain the sub folder names that you specified on your 'report scheduling' page.



In the screenshot above, abused reports and department reports refer to the sub-folder in which the archives are saved. To access the desired archives, click on the sub folder to which you saved them.



The names of the month that the reports were scheduled in will be listed, this is not the month of the data the report contains. Click on the month representing that of which the report was scheduled in. You will then be taken to a page displaying your reports.



D DATATEX **TNG FOR ASTERISK**

Back to Archive Root
Back to abused reports

Contents of 2007 Jul

- Abused calls for today__Abused20070715 000000_20070715 235959
- Abused calls for today__Abused20070716 000000_20070716 235959
- Abused calls for today__Abused20070717 000000_20070717 235959

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Product Serial No:07898-6C753-3D965-84851 Country:South Africa (ZA)

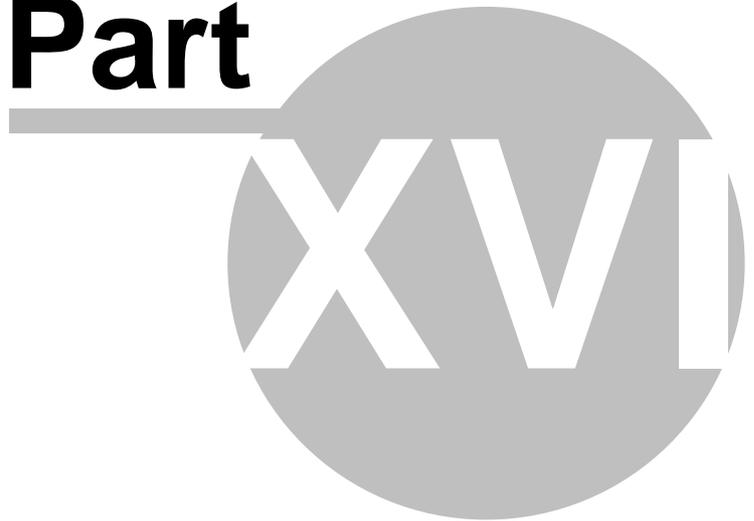
All the reports that were scheduled to archive for that month will be listed, simply click on the report you wish to view. A separate webpage containing the report will be displayed.

Related topics in manual

[General settings page](#) - Data configuration (Report archive root folder (Relative to TNG host pc))

[Report's page](#) - Scheduled reports (archive scheduled reports)

Part



16 Phonebook



TNG includes a built-in, savvy telephone directory which will allow users to add, modify and search for names and telephone numbers. Searching is made easy with the help of an alphabetized set of buttons, all a user has to do is click on the button representing the first letter of the person or company's name and TNG will narrow down the search and very quickly display the results. You will notice that there is a section to the top of the page separated by the fields, number, name and group. These fields provide the alternative method for searching, simply type in the person or company's name (or the first few letters thereof) into the 'name' field and click on 'find', TNG will search and display all results where the information you entered is applicable.

Bottom
Phone Book
Apply Changes

| Number | Name | Group | Private | |
|---|--|--|-------------------------------------|--|
| <input style="width: 100px;" type="text"/> | <input style="width: 300px;" type="text"/> | <input style="width: 150px;" type="text"/> | <input type="checkbox"/> | <input type="button" value="Find"/> <input type="button" value="Add"/> |
| 177 Results listed of a possible 177 | | | | |
| <div style="display: flex; justify-content: space-between; font-size: 10px; font-weight: bold; color: #0056b3;"> 123 ABCDEFGHIJKLMNOPQRSTUVWXYZ </div> | | | | |
| 0789012345 | ACTIVE GROUP | Business | <input type="checkbox"/> | |
| 0789012345 | ADT SECURITY | | <input type="checkbox"/> | |
| 0789012345 | ADVANCED COMMUNICATIONS | DEALER | <input type="checkbox"/> | |
| 0789012345 | AIRFREEZE | Business | <input type="checkbox"/> | |
| 0789012345 | AIRFREEZE | Business | <input type="checkbox"/> | |
| 0789012345 | ANDREA DE JAGER | Business | <input type="checkbox"/> | |
| 0789012345 | ANNETTE CAMPHER | | <input checked="" type="checkbox"/> | |
| 0789012345 | ARNEYS BODY AND SPRAY | Private | <input checked="" type="checkbox"/> | |
| 0789012345 | ARROW ALTECH | Supplier | <input type="checkbox"/> | |

Top
Apply Changes

Import Phonebook

For an example of the phonebook format click [here](#)

[Click here to export the phonebook.](#)

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Adding a number to the phonebook is just as simple, two options are available for this.

The first option is to add an entry directly into TNG, this is done by applying the same method you would use to add an entry. Type the person or company's name into the name field, followed by the telephone number in the 'number' field. You may also associate this number to a group if you wish, the group can be any name or title you wish to use; for example: Joe Average (Name), 0211234567 (Number), Supplier (Group). When searching in the 'group' field, TNG will display all the results with the group 'supplier'. Alternatively, one may add multiple numbers in TNG by creating a comma separated file, this can be done in MS Excel or Notepad for example. This file can then be imported into the phonebook. The format of the file should be as follows:

```
0847121234,ABC Company,Suppliers,False  
0824121234,Mr A Williams,Customers,False  
0837411234,Nico Smith,Nicci Family,True
```

Please Note:

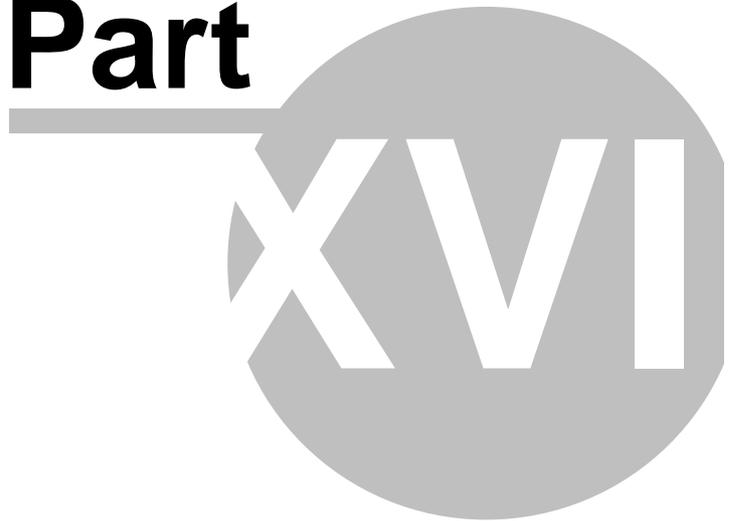
The values are listed in the following order separated by **commas**.

```
Number (This is a compulsory field)  
Description (This is a compulsory field)  
Category ( for example Suppliers, Customers etc )  
Private Call ( Values are either True or False )
```

Once you have completed the file, save it onto your PC. On the phonebook page, you will see an option that reads 'Browse', click on this button and navigate to the file you created. Click on 'import phonebook' to upload your file.

TNG also allows for the auto import of phonebook data. See the General settings page for more information.

Part



17 Call cost calculator



Call cost calculator

The call cost calculator can be used to estimate the cost of a call (remember to include the dialing code). Select a department, to allow for Markups and then select the correct provider from the drop down list, for example if the number you are enquiring is 0215551234 I will select Telkom as my provider. If I am enquiring on a cellphone number and using cell routers I will choose the cellphone network as the service provider. Lastly, enter the duration of the call. Once you have set the criteria, click on 'Calculate Cost' to view the results.

TNG will calculate the cost according to the ratebook you selected, if you have selected multiple ratebooks TNG will sort the results by either the cost or the ratebook. If you click on 'Sort by cost', the results will be listed from the most expensive to the least expensive. When 'Sort by rate', the results will be listed alphabetically according to the ratebook. This feature is useful in determining whether or not TNG is costing your calls accurately. (See screenshot below).

Call Criteria

Date and Time of Call: 2007-02-21 15:20:35

Telephone Number: 0215924033

Department: Admin

Service Provider: All

Duration - hh:mm:ss: 00 : 01 : 00

Results

Sort by Ratebook

| Number | Destination | Call Type | Zone | Ratebook | Cost |
|-------------|-----------------------|-----------|------|---------------------------|-------|
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_telkom | R0.59 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_cellc_businesschatmax | R0.83 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_vodacom_talk1000 | R0.99 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_mtn_procall1000 | R1.00 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_mtn_procall600 | R1.15 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_vodacom_corporate500 | R1.15 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_vodacom_talk500 | R1.15 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_cellc_businesschat1000 | R1.25 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_cellc_businesschat400 | R1.30 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_cellc_businesschat700 | R1.30 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_mtn_mychoice705 | R1.46 |
| 27215924033 | BARRACK STREET - (ZA) | Local | A | za_mtn_procall300 | R1.70 |

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Part



18 Custom ratebook



TNG's custom ratebook allows you to create a customised rate file on which to cost your telephone calls. In other words you can now specify your own unique price for calls.

To begin configuring your very own ratebook, please proceed to the Custom ratebook page within TNG and click on "Add new ratebook" and specify a name for the ratebook you are about to create.

New Ratebook Name :

Cost Table for New Ratebook

| Zone | Schedule | BillType | Min1 | Max1 | 1Cost1 | 1Secs1 | 1Cost2 | 1Secs2 | 1Cost3 | 1Secs3 | 1Cost4 |
|------|----------|----------|------------|------------|------------|--------|------------|--------|------------|--------|--------|
| A | T1 | S | 0.00000000 | 0.00000000 | 0.00000000 | 1 | 0.00000000 | 0 | 0.00000000 | 0 | 0.0000 |
| B | T1 | S | 0.00000000 | 0.00000000 | 0.00000000 | 1 | 0.00000000 | 0 | 0.00000000 | 0 | 0.0000 |

Import Rates from text file :

Cost table for new ratebook - Explanation of fields

| | |
|----------|--|
| Zone | This is the number used by the exchange file to cost a call on. To see what the zone number is you can do a call cost calculation in TNG for a number and it will display the zone. (See chapter Call cost calculator) |
| Schedule | This refers to the schedule ID that it must use from the Time schedule file, it will represent times at which certain costs apply to the calls, for example peak and off peak. |
| BillType | Two billing types are available. S for per second billing and U for per unit billing. |

The TNG custom rate book consists of three rate sections each one representing the following:

| | |
|------|---------------------------------------|
| Min1 | This is the minimum charge of a call. |
|------|---------------------------------------|

| | |
|-------|---|
| Max1 | This is the maximum charge of a call. |
| Cost1 | If your billing type is set as per unit, then this will be the cost for the first unit, however if your billing type is per second the this will be the cost per second |
| Secs1 | If your billing type is set to per unit, this will be the duration of the first unit, if you are billing per second this will represent the amount of seconds it should apply the rate for. |
| Cost2 | When billing is set to cost per unit then this will be the cost for the second unit. If you are billing per second this will be the cost for each second. |
| Secs2 | This will be the duration of the second unit if you are billing on units. If you are using per second billing this will represent the how many seconds it should charge the allocated rate for. |
| Cost3 | If billing is set as per unit, this will be the cost for the third unit. If per second billing is used, this will be the cost per second. |
| Secs3 | When billing per unit, this will be the duration of the third unit. When billing per second, this will be the amount of seconds it should charge the rate for. |
| Cost4 | When using per unit billing this will represent the cost for the fourth and following units, if per second billing is used this will become the cost for each second. |
| Secs4 | This will indicate the duration of the fourth unit for per unit billing or it will be repeated through through the rest of the call duration if per second billing is used. |

Please note:

The costing process works on charge costX for SecsX and then costX+1 for SecsX+1 etc. When it gets to the Cost4 it repeats this cost throughtout the rest of the call duration. If a SecsX value is 0, absent or invalid, it will use the previous cost values for the remainder of the call. If the following secs is 0 or absent it will use the prior cost value.

An example of a custom rate file

```
Zone|Schedule|BillType|Min1|Max1|1Cost1|1Secs1|1Cost2|1Secs2|1Cost3|1Secs3|1Cost4|1Secs4|Min2|Max2|2Cost1|2Secs1|2Cost2|2Secs2|2Cost3|2Secs3|2Cost3|2Secs3|2Cost4|2Secs4|
A   |T1      |U      |0.50|0   |0.50 |60  |0.25 |30  |0   |0   |0   |0   |0.40|5.00 |0.40 |60  |0   |
0   |0       |0      |0   |0   |0    |0   |0    |0   |0   |0   |0   |0   |0   |0   |0   |0   |0
```

This will use time schedule T1 and per unit billing as follows: Rate1 will charge 50 cents for the first minute or part thereof and then 25 cents per 30 seconds intervals e.g a call of from 1 to 60 seconds will cost 50 cents, a call of 61 to 90 seconds will cost 75 cents. Rate2 will charge 40 cents for the first minute and every minute thereafter and there is a maximum call charge of 500 cents.(5Rand, Dollars)

Importing a custom rate file

TNG allows you to import a custom rate file. Simply create a text file in the same pip separated format as shown above in the example, save the text file and browse to its location via the Custom ratebook page in TNG and click on 'Apply changes' to upload it.

Import Rates from text file :

Please note that importing a file will override any changes made to the rate file on the TNG Custom ratebook screen.

Time schedule

The Time File consists of the following:

| | |
|-------------------------|--|
| TimeTableNr | The schedule number that is referenced by the Zone Rate File. |
| DaysofweekUsed(SMTWTFS) | The days of the week that it is active indicated by a Y for Yes or a N for No and the first day as Sunday. |
| RateNumberToUse | A value between 1 and 3 that indicates which rate section it must use in the Zone Rate File. |
| StartTime | The Time in HH:MM format when the rate becomes active. |
| EndTime | The Time in HH:MM format when the rate becomes inactive. |

Time examples

Please note that if a rate entry is not matched, it will automatically use Rate2.

TimeTableNr|DaysofWeekUsed(SMTWTFS)|RateNumberToUse(INTEGER 1..3)|StartTime(HH:MM)|EndTime(HH:MM)|

| | | | | | |
|----|---------|---|-------|-------|--|
| T1 | NYYYYYN | 1 | 07:00 | 20:00 | |
| T1 | NNNNNNY | 1 | 08:00 | 13:00 | |
| T1 | YNNNNNN | 3 | 00:00 | 23:59 | |
| T1 | NYNNNNN | 3 | 00:00 | 07:00 | |

This means from Monday to Friday 07:00 to 20:00 schedule T1 must use Rate 1 and on Saturdays 08:00 to 13:00 Rate 1 as well. On Sundays the whole day and Mondays till 07:00 rate 3 will be used. Any other time not within this range will use rate2.

Importing a time schedule

TNG allows you to import your time schedule from a text file. Simply create a text file in the same pip separated format as shown in the example, save the text file and browse to its location via the time schedule section on the Custom ratebook page and click on 'Apply changes' to upload it.

Please note that importing a file will override any changes made to the time schedule on the TNG Custom ratebook time schedule screen.



Part



19 Number Masking Configuration



Number Masking Configuration Page

This page is used to setup Call Masking parameters. Call Masking is used where the PABX returns a index value instead of a true number.

Some PABX's for example, returns a Speeddial index number instead of the real telephone number that is represented by this speeddial. When TNG get's this index number, it will not be able to allocate a correct costing to it unless it has been setup in the call masking page.

| Bottom | | | Number Masking Configuration | | Apply Changes |
|----------------------|----------------------|----------------------|---|--|---------------|
| Number to Replace | Replace with Number | Name | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="Add"/> | | |
| 555 | 0215924033 | Datatex |   | | |
| 556 | 0215924077 | Datatex Fax |   | | |
| Top | | | | | Apply Changes |

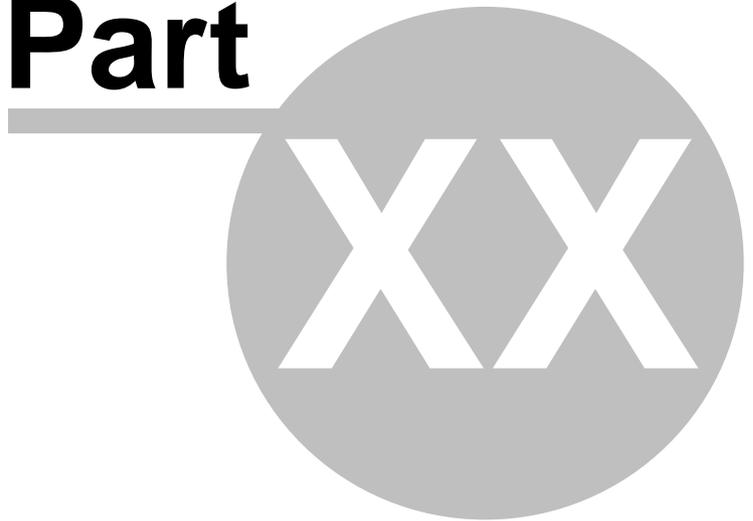
Import Call Mask File

For an example of the Callmask format click [here](#)

In the example above, the number 555 is the speeddial number on the PABX for Datatex's office. We set 555 to be replaced with 0215924033 and we allocate a name to it, Datatex, which is automatically also added as a Phone Book entry.

It also supports the import a mask file. You can click on the "Click here" link in TNG to get a sample and format of the import file.

Part



20 Alarm Configuration



Alarm Configuration Page

This page allows you to configure your business hours, email addresses to be notified as well as the time to wait after start of a business session before alarming about inactivity. You can also add holidays on which inactivity alarms will not be triggered.

Notification Parameters

Email To:

Notify After: :

Business Hours

| | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
|-----------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Monday | | | | | | | | | | | | | | | | | | | | | | | | |
| Tuesday | | | | | | | | | | | | | | | | | | | | | | | | |
| Wednesday | | | | | | | | | | | | | | | | | | | | | | | | |
| Thursday | | | | | | | | | | | | | | | | | | | | | | | | |
| Friday | | | | | | | | | | | | | | | | | | | | | | | | |
| Saturday | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunday | | | | | | | | | | | | | | | | | | | | | | | | |

Holidays

| Dates | Reoccurring | Description | |
|---------------------------------|-------------------------------------|-----------------------|------------------------------------|
| From: 2009-12-03 To: 2009-12-03 | <input checked="" type="checkbox"/> | | <input type="button" value="Add"/> |
| From: 2009-12-16 To: 2009-12-16 | <input checked="" type="checkbox"/> | Day of Reconciliation | |
| From: 2009-12-25 To: 2009-12-25 | <input checked="" type="checkbox"/> | Christmas Day | |
| From: 2009-12-26 To: 2009-12-26 | <input checked="" type="checkbox"/> | Day of Goodwill | |
| From: 2010-01-01 To: 2010-01-01 | <input checked="" type="checkbox"/> | New Years Day | |
| From: 2010-03-21 To: 2010-03-21 | <input checked="" type="checkbox"/> | Human Rights Day | |
| From: 2010-04-02 To: 2010-04-02 | <input type="checkbox"/> | Good Friday | |
| From: 2010-04-05 To: 2010-04-05 | <input type="checkbox"/> | Family Day | |
| From: 2010-04-27 To: 2010-04-27 | <input checked="" type="checkbox"/> | Freedom Day | |
| From: 2010-05-01 To: 2010-05-01 | <input checked="" type="checkbox"/> | Workers Day | |
| From: 2010-06-16 To: 2010-06-16 | <input checked="" type="checkbox"/> | Youth Day | |
| From: 2010-08-09 To: 2010-08-09 | <input checked="" type="checkbox"/> | National Womens Day | |
| From: 2010-09-24 To: 2010-09-24 | <input checked="" type="checkbox"/> | Heritage Day | |

Multiple Email addresses can be configured by separating them with a comma. Whenever an alarms is raised it will be displayed on the Login page, as well as an email will be send to the configured addresses.

The following alarms will be triggered:

1. Total Call inactivity

No calls were processed for the duration configured in the "Notify after" section since the start of the business session.

2. Trunk Call inactivity

If no calls were processed for a trunk set as Monitored (This is set in the Trunk Config Page) under the same condition as above.

3. Subscription Expired

This is when your TNG subscription has expired, and you will not be able to run any TNG or rate updates.

Your system will still process calls however.

4. Installation Invalid

The TNG installation is invalid and no more calls will be processed.

5. Purge Alarm

When 90% or more of the capacity is reached.

6. Buffer not detected

When TNG can't detect the buffer required it will alarm. Please note that no call will be processed in this condition.

7. Low disk space

When the disk space becomes critically low.

When the condition clears, an alarm clear will be send.

To Edit Business Hours

To edit your business hours, click on the Edit Button next to the Hours of Day table. This will put the Business Hours table in edit mode. Two additional icons will appear, a Trash Can which will clear out the business hours for the day and a copy to other,  button that will copy the hours for that day to all other working of weekend days.

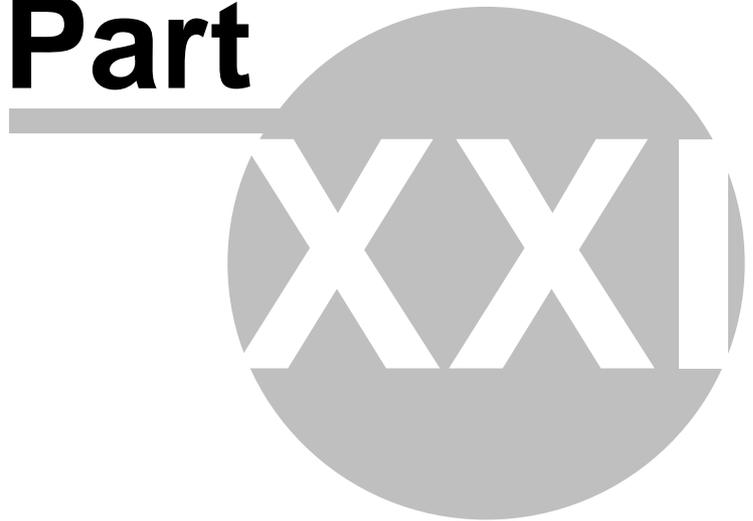
The table is split into half an hour sections which can be clicked on to set or clear. You can also click on a block and drag in the same day row.

To Add Holidays

Click on the calendar and select the start and end of the holiday. If you double click on a day in the calendar, it will automatically set the start and end of the calendar to that day. Click the check mark to close the Calendar.

Set if it is a reoccurring holiday and give a description. Once a holiday is older than a month and not reoccurring it will automatically be deleted from TNG.

Part



21 Data Synchronization



Data Synchronization Page

TNG version 1.0.7.0 onwards allows for the updating of old call data with the current configuration settings. This allows for correcting the mapping of data to call data that was logged before mapping data was configured. Unfortunately this can also allow for the breaking of correctly mapped data if not applied correctly.

Bottom
Data Synchronization
Apply Changes

Range Selection

From 2010-05-04 00:00:00 To 2010-05-04 23:59:59

Data Selection

Select All Clear All

- Extensions
- PIN Users
- Accounts
- Trunks
- Phonebook

Top
Apply Changes

The default range selection value can be configured on the General Settings page. This will then default the dates to the range that you entered. Next you will select which values you want to update (backdate) and then click Apply Changes. A progress screen similar to below will appear.

Data Synchronization

From 2000-05-01 00:00:00 To 2010-05-06 23:59:59

Data Synchronization Progress

At the same time log entries will be written indicating the progress. When complete the progress screen will disappear and the result will be displayed in green at the top of the page below the menu icons. See example below:

Extensions, PIN Users, Accounts, Trunks, Phonebook synchronized from 2000-05-01 00:00 to 2010-05-06 23:59

Bottom

Data Synchronization

Apply Changes

Range Selection

From 2000-05-01 00:00:00

To 2010-05-06 23:59:59

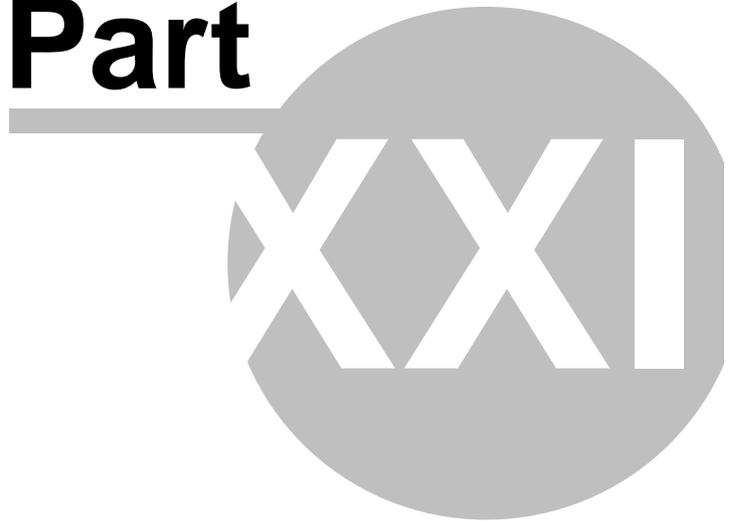


Data Selection

Select All Clear All

- Extensions
- PIN Users
- Accounts
- Trunks
- Phonebook

Part



22 General settings



General settings page

The way with which TNG communicates with the PABX and the settings it needs to translate the call data received from the PABX is configured here. A technical login and password is required to access this page and modify settings. If the technical password used is incorrect, the settings page will still be displayed however, important configuration settings will be 'greyed out' and therefore cannot be changed. This is applicable to all the settings from the communication configuration section onwards. You can verify how you are logged in as TNG will display the sentence 'Administrator access' at the top of this page, when you see this, you will know that you are NOT logged in with technical password.

Company details

The first section on the 'General Settings' page will be the company details section. Please supply the required details of your company and the current VAT factor in the spaces provided. Click on the 'Apply Changes' button above the section to save the information..

| Bottom | | Company Details | Apply Changes |
|--|--|--------------------------|---------------|
| Company Name | | Datatex Asterisk on Linu | |
| Company Tel | | 0215924033 | |
| Company Fax | | 0215924077 | |
| Company Email | | sales@datatex.co.za | |
| VAT Factor e.g. 1.14 for 14% | | 1.14 | |
| Currency Symbol | | R | |
| Restrict Phonebook Access | | <input type="checkbox"/> | |
| Disable Phonebook maintenance from restricted Department Heads | | <input type="checkbox"/> | |

Enter the required currency symbol into the currency field. On installation, the value will be read from your PC settings.

Enabling Restrict Phonebook Access will disable the Global Phonebook Access for anonymous users.

Selecting Disable Phonebook maintenance from restricted Department Heads will allow restricted Department Heads to access the phonebook but they will not be able to edit, add or delete entries.

Abused call settings

TNG can be set to flag a call when the settings configured here are exceeded. You can tell TNG to flag calls that exceed a certain cost or duration. These calls will then be easily identifiable on the call list page and on reports.

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To use this feature enter the amount of money you wish to be used as the maximum

cost for a call in the abused call settings section, then proceed to enter the maximum duration and the maximum ringtime (See example below).

| Abused Call Settings | | Apply Changes |
|----------------------|---|---------------|
| Cost - | <input type="text" value="10.00"/> | |
| Duration - hh:mm:ss | <input type="text" value="00"/> : <input type="text" value="04"/> : <input type="text" value="00"/>  | |
| Ring Time - mm:ss | <input type="text" value="00"/> : <input type="text" value="18"/>  | |

Once configured, TNG will flag calls that exceed the maximum cost you entered, or the maximum duration and ringtime.

Flagged calls can be easily identified on the call list page by a flashing bell situated next to the duration, ringtime or cost of the call, whichever one has been exceeded. When calls are flagged the bell will resemble the following.



A visual example of the Call list page containing flagged calls by duration below.

| Duration |
|--|
| 00:00:08 |
|  00:02:56 |
| 00:00:08 |
|  00:05:14 |
| 00:00:11 |
|  00:02:01 |
| 00:00:27 |
| 00:00:07 |
| 00:00:16 |
|  00:07:48 |

Password settings

In this section you may change the existing technical and admin password for TNG. Type in the new password, confirm the new password and then click on the 'Apply Changes' button to save the new settings. These settings can only be modified if you are logged in with the password that you wish to change.

| Password Settings | | Apply Changes |
|------------------------------------|----------------------|---------------|
| New Administrator Password | <input type="text"/> | |
| Confirm New Administrator Password | <input type="text"/> | |
| New Technical Password | <input type="text"/> | |
| Confirm New Technical Password | <input type="text"/> | |

Communication configuration

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Communication mode: Here you have the option of choosing either network, serial or file

reader. You would choose network if the PABX is sending data to TNG via the network and you would choose serial if TNG is receiving data via a straight serial connection from the PABX to the TNG server. File reader will be used if a the PABX\Modem is dumping a rawdata file on the PC and you wish to import it into TNG. When using the file reader option you will need to specify the location of the file you wish to load as well as the name of the file. The (*) character can be used as a wildcard for specifying more than one filename, i.e. C:\mypabxdata*.txt will process all files with a txt extension in the mypabxdata folder. Please note that all files matching the filename or mask (*) will be moved away after it is processed by TNG. Please exercise caution when using this method of import and make sure that no txt files other than the ones you wish to load are present in the folder specified. In the screenshot below we have used C:\mypabxdata as the location of the file, however this location must be changed to the directory the PABX is configured to write to.

PABX IP: The IP address of the PABX.

PABX port: The port number that the PABX is using to communicate with TNG.

The above settings are only applicable if a network connection is used.

Baud rate: The baud rate selected here must be the same as that of the PABX. Certain PABX's may require a different baud rate, the most common baud rate is 9600.

Plugin: The current plugin selected for your PABX.

Current plugin version: The released version of the plugin selected.

Swap account code and pin code fields: This option when enabled will swap the account code field with the pin code field on the call list page. This will then prevent the actual pin code from being displayed on the call list page for security purposes. If a username is associated with the pin code, the user name will be displayed.

Log rawdata for the next hour to raw.txt: There are 3 options, Disabled, Limited Period or Permanent. With Limited period the number of hours to log is also configurable. Rawdata will be written to raw.txt in a datestamp folder inside the tng logs folder. Please note that permanent is not recommended due to the extra disk usage.

Re-import raw data for the next 24 hours: When this is enabled, TNG will monitor the import folder for files of mask raw*.txt and import when found.

The 'Area Information' settings will be added when TNG is installed, these settings should not be changed.

*****FOR ASTERISK THE FOLLOWING SETTINGS MUST BE ENTERED*****

In the communication for the Asterisk installation, you will need the following

PABX IP: The IP address of the PABX.

PABX port: The port number that the PABX is using to communicate with TNG.

ASTERISK login and password: Login and password of the ASTERISK server

ASTERISK port: The port on which ASTERISK and TNG will communicate.

ASTERISK interface method: The method in which TNG will receive data from ASTERISK. CSV file import or a direct connection to the management interface are the two options available.

ASTERISK CSV file location: The location/directory in which the CSV file can be located for TNG to import. Please include the name of the CSV file when specifying the location, for example: /var/log/asterisk/cdr-custom/master.csv.

Please see the [Troubleshooting](#) section for instructions on how to configure ASTERISK with TNG.

Data configuration

Percentage of available memory to use: Here you will be able to specify the amount of memory you wish to reserve for your call data; after selecting the desired percentage TNG will estimate the number of records it will allow you to store. If you wish to increase the amount of records, simply increase the percentage of reserved memory.

Flush to hard drive interval: The interval at which data in memory is saved to disk.

Report archive root folder (relative to TNG host PC): Type the location on the TNG server where the scheduled reports can be archived to, ie. C:\Program Files\datatex\tng\reportarchive\.

Import Extensions from File: This option will allow you to import your extension numbers into TNG from a text file. When it is enabled, you will not be able to modify your extensions from the extension configuration page. The format of the text file is PIP separated and begins with the extension number followed by the extension name then the department, for example:

```
100|Winston|Sales
101|Jose|Support
102|Odette|Development
```

You will then need to save the text file as extension.txt in the import folder located in the TNG directory. Please note that TNG will only accept a text file named extension.txt in the import folder and the last line in the file must be EOF and the TNG buffer must be connected and detected in order for it to import.

Import PIN Users from File: This option will allow you to import your user names and pincodes into TNG from a text file. When it is enabled, you will not be able to modify your users from the user configuration page. The format of the text file is PIP separated and begins with the name number followed by the pin value (pabx pin representation) then the department, for example:

Winston|1234|Sales
 Jose|3322|Support
 Odette|5543|Development

You will then need to save the text file as pinusers.txt in the import folder located in the TNG directory. Please note that TNG will only accept a text file named pinusers.txt in the import folder and the last line in the file must be EOF and the TNG buffer must be connected and detected in order for it to import.

Import Phonebook from File: This option will allow you to import phonebook entries from a CSV file. See the Phonebook page for the format of the CSV file. The file must be created as phonebook.txt in the import folder located in the TNG directory. Please note that TNG will only accept a text file named phonebook.txt in the import folder and the TNG buffer must be connected and detected in order for it to import.

Default Synchronization Range: This is the default range the the data selector on the Data synchronization page will be set to. It can be overridden on that page.

Web server settings

Web server port: If you wish to specify a different port for TNG to use, you may do so by entering the new port here. The default port is 7080.

E-mail server settings

If you wish to make use of TNG's e-mail facility, you need to configure the following under E-mail server settings:

SMTP server: IP address or name of mail server.

SMTP port: The port that would be used to access the mail server, by default it is 25.

SMTP user: User name to access the e-mail account on the e-mail server.

SMTP password: Password to access the e-mail account on the mail server.

Reply to e-mail: All replies on e-mails will be delivered to the address configured here.

| Email Server Settings | | Apply Changes |
|-----------------------|--|---------------|
| SMTP Server | <input type="text" value="192.168.15.10"/> | |
| SMTP Port | <input type="text" value="25"/> | |
| SMTP User | <input type="text"/> | |
| SMTP Password | <input type="password"/> | |
| Reply To email | <input type="text" value="winston@datatex.co.za"/> | |

PABX interface

Version 1.0.7.0 © 2010 Datatex Dynamics cc

Plugin: This is the interface TNG will use to translate data received from the PABX.

Plugins are PABX specific and the correct one for your make and model of PABX is required, this is because the format of the data received by each PABX is unique.

Current plugin version: This will display the version number of the plugin you are using.

Local code: This will be the local dialing code for your suburb or city i.e. Cape Town is 021 and Johannesburg is 011.

Country code: This is the international code used to dial into your country. South Africa's international dialing code is 27.

International access code: This is the code used to dial into a foreign country. South Africa's international access code is 09 or 00 and will permanently change to 00 from the 15th January 2006.

Flush to hard drive interval: The interval at which data in memory is saved to disk.

Minimum call duration in seconds

Minimum call duration allows you to select a minimum duration for calls shown in TNG, anything lower than what is configured here will be removed and will not be displayed in TNG. This can be setup individually for each call type. (See screenshot below).

| Minimum Call Duration (seconds) | | Apply Changes |
|---------------------------------|--|---------------|
| Local | 14  | |
| Long Distance | 15  | |
| International | 20  | |
| Cellular | 24  | |
| Other | 35  | |

From the example above you can see that all local, long distance, international and other calls less than 5 seconds will not be displayed in TNG. Cellular calls will be displayed unless the duration is less than 10 seconds.

Maximum call duration in Hours

When maximum call duration is greater than 0, it is enabled. Any call with a duration more than this value will not be costed and the Destination name will change to indicate so.

Live export settings

This option would be used to export details from TNG into a third party application. Configure the TCP client port number to use this option, by default it is set to 20003. A copy of the exported data will be saved in TNG's export folder. Support for the TNG Barring Utility will require port 20009 by default. If the value for any of these ports are 0, each option will be deactivated.

| Live Export Settings | | Apply Changes |
|----------------------|------------------------------------|---------------|
| TCP Client Port | <input type="text" value="20003"/> | |
| Barring Port | <input type="text" value="20009"/> | |

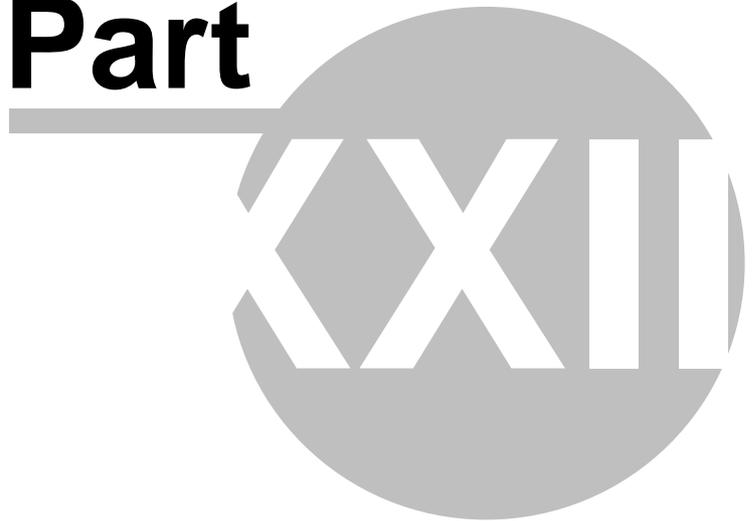
Support information

This section is reserved for the contact information of your service company, please be sure to enter all the required fields, followed by the apply changes button.

| Support Details | | Apply Changes |
|-----------------|---|---------------|
| Support Company | <input type="text" value="Support Company nam"/> | |
| Support Tel | <input type="text" value="0211234567"/> | |
| Support Fax | <input type="text" value="0211234567"/> | |
| Support Email | <input type="text" value="ppport@company.co.za"/> | |



Part



23 View server logs

View server log

The server log lists all processes, events and error messages that are occurring on the server for quick problem identification. There is a log file created for each day, and these are completely visible from the server log page. All log files are saved to the TNG logs folder.



Back
 << Previous Today

Bottom Viewing C:\Program Files\datatex\tng\logs\20070718\tng.log

```

2007-07-18 11:56:57:968 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 11:51:46:421 [1.0.3.5] - User admin disconnected
2007-07-18 11:47:42:500 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 11:40:40:593 [1.0.3.5] - User admin disconnected
2007-07-18 11:06:09:156 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 11:05:58:796 [1.0.3.5] - User admin disconnected
2007-07-18 10:51:59:062 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 10:51:41:859 [1.0.3.5] - Owner from IP : 192.168.15.71 got timed out.
2007-07-18 10:51:41:859 [1.0.3.5] - admin disconnected after timeout
2007-07-18 10:15:33:109 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 10:06:23:703 [1.0.3.5] - User hanlie connected from 192.168.15.79
2007-07-18 09:40:01:265 [1.0.3.5] - admin_HighestCost_20070411093434.rep nextrun on Jul 19 at 09:40
2007-07-18 09:40:01:125 [1.0.3.5] - Executing scheduled report : admin_HighestCost_20070411093434.rep []
2007-07-18 09:40:01:125 [1.0.3.5] - Need to run scheduled report admin_HighestCost_20070411093434.rep
2007-07-18 08:33:08:609 [1.0.3.5] - User admin disconnected
2007-07-18 08:30:19:703 [1.0.3.5] - User admin connected from 192.168.15.74
2007-07-18 08:19:06:000 [1.0.3.5] - User admin disconnected
2007-07-18 08:17:38:437 [1.0.3.5] - User admin connected from 192.168.15.71
2007-07-18 08:00:06:125 [1.0.3.5] - bennie_DepartmentSummaryExtension_20070403124543.rep nextrun on Jul 19 at 08:00
2007-07-18 08:00:05:953 [1.0.3.5] - Executing scheduled report :
bennie_DepartmentSummaryExtension_20070403124543.rep []
2007-07-18 08:00:05:953 [1.0.3.5] - Need to run scheduled report
bennie_DepartmentSummaryExtension_20070403124543.rep
2007-07-18 08:00:05:953 [1.0.3.5] - admin_DepartmentSummaryExtension_20070405161655.rep nextrun on Jul 19 at 08:00
2007-07-18 08:00:05:187 [1.0.3.5] - Executing scheduled report :
admin_DepartmentSummaryExtension_20070405161655.rep []
2007-07-18 08:00:05:187 [1.0.3.5] - Need to run scheduled report
admin_DepartmentSummaryExtension_20070405161655.rep
2007-07-18 08:00:05:187 [1.0.3.5] - admin_DepartmentSummaryExtension_20070403123005.rep nextrun on Jul 19 at 08:00
2007-07-18 08:00:04:921 [1.0.3.5] - Executing scheduled report :
admin_DepartmentSummaryExtension_20070403123005.rep []
2007-07-18 08:00:04:921 [1.0.3.5] - Need to run scheduled report
admin_DepartmentSummaryExtension_20070403123005.rep
  
```



Part



24 Call List



Call list page

The call list page displays all the calls as they are entering the TNG database. This page will display only the 50 most recent calls in the database. The total number of calls in the database will be seen in the top left hand corner of the page as 'total records'. The maximum number of calls that can be stored in the live database is indicated as the 'storage capacity' in the top right corner of the page. Once TNG has reached its maximum storage capacity, it will automatically purge the calls and back them up to your hard drive. The 'subset count' is that call count that a particular logged in Department head is allowed to see or report on.

- The call list page offers a unique feature which allows you to pull up a list of all the calls made by a particular extension for that specific day. This is done by simply clicking on the relevant extension number, after doing so a report will be displayed with all the calls for that extension. See the screenshot below. The same can be done for a telephone number on the call list page, by clicking a telephone number a report will be displayed containing all the extensions that made or received calls to and from that specific number. The same applies when clicking on a trunk line number, this will pull a trunk line detail report.














Stop Update **Call List**

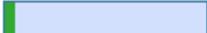
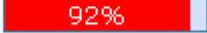
Total Records 32144 **Subset Count** 32144 **Displaying** 50 **Storage Capacity**  497103(205Mb)

| Date | Extension | Ext/User Name | Number | Destination | Account Code | Pulses | Trunk | Ring | Duration | Cost |
|---------------------|-----------|------------------|--------------|-----------------------|--------------|--------|-------|------|----------|--------|
| 2007-07-18 08:20:07 | 107 | Developers | 275000000000 | DATATEX DYNAMICS | | 0 | 3 | | 00:00:29 | R0.59 |
| 2007-07-18 08:17:06 | 110 | Reception | 275000000000 | BARRACK STREET - (ZA) | | 0 | 3 | | 00:00:03 | R0.59 |
| 2007-07-18 08:16:05 | 110 | Reception | 275000000000 | SA - MOBILE - (ZA) | | 0 | 5 | | 00:00:38 | R0.00 |
| 2007-07-18 08:15:10 | 110 | Reception | 275000000000 | STEPHEN DRENNAN | | 0 | 5 | | 00:00:16 | R0.00 |
| 2007-07-17 17:54:26 | 121 | Leon van Heerden | 275000000000 | BELINDA HUIS | | 0 | 5 | | 00:00:22 | R0.00 |
| 2007-07-17 17:10:53 | 120 | Ext 120 | 275000000000 | ANNETTE CAMPHER | | 0 | 4 | | 00:05:37 | R11.31 |
| 2007-07-17 17:02:33 | 120 | Ext 120 | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:00:00 | R0.00 |
| 2007-07-17 16:58:42 | 107 | Developers | 275000000000 | MARIAAN TUCK | | 0 | 3 | | 00:00:24 | R0.59 |
| 2007-07-17 16:44:15 | 120 | Ext 120 | 275000000000 | LESERSKRING | | 0 | 3 | | 00:03:16 | R1.24 |
| 2007-07-17 16:39:45 | 120 | Ext 120 | 275000000000 | POSTBANK | | 0 | 3 | | 00:00:37 | R0.72 |
| 2007-07-17 16:35:18 | 125 | Hanlie | 275000000000 | CROWTHORNE - (ZA) | | 0 | 3 | | 00:02:17 | R1.65 |
| 2007-07-17 16:32:35 | 125 | Hanlie | 275000000000 | CROWTHORNE - (ZA) | | 0 | 3 | | 00:00:02 | R0.72 |
| 2007-07-17 16:32:19 | 108 | Tertius | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:01:27 | R2.83 |
| 2007-07-17 16:32:00 | 125 | Hanlie | 275000000000 | CROWTHORNE - (ZA) | | 0 | 3 | | 00:00:01 | R0.72 |
| 2007-07-17 16:26:18 | 110 | Reception | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:01:00 | R1.89 |
| 2007-07-17 16:17:36 | 110 | Reception | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:00:34 | R1.89 |
| 2007-07-17 16:03:30 | 108 | Tertius | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:00:09 | R1.89 |
| 2007-07-17 16:03:05 | 108 | Tertius | 275000000000 | SA - MOBILE - (ZA) | | 0 | 4 | | 00:00:09 | R1.89 |
| 2007-07-17 15:46:58 | 125 | Hanlie | 275000000000 | ICASA | | 0 | 3 | | 00:01:15 | R0.90 |
| 2007-07-17 15:25:14 | 110 | Reception | 275000000000 | ERICA - (ZA) | | 0 | 5 | | 00:00:45 | R0.00 |

Datatex Dynamics CC
 Version 1.0.3.5 - Copyright © 2007 Datatex Dynamics CC
 Product Serial No:07898-6C753-3D965-84851 Country:South Africa (ZA)

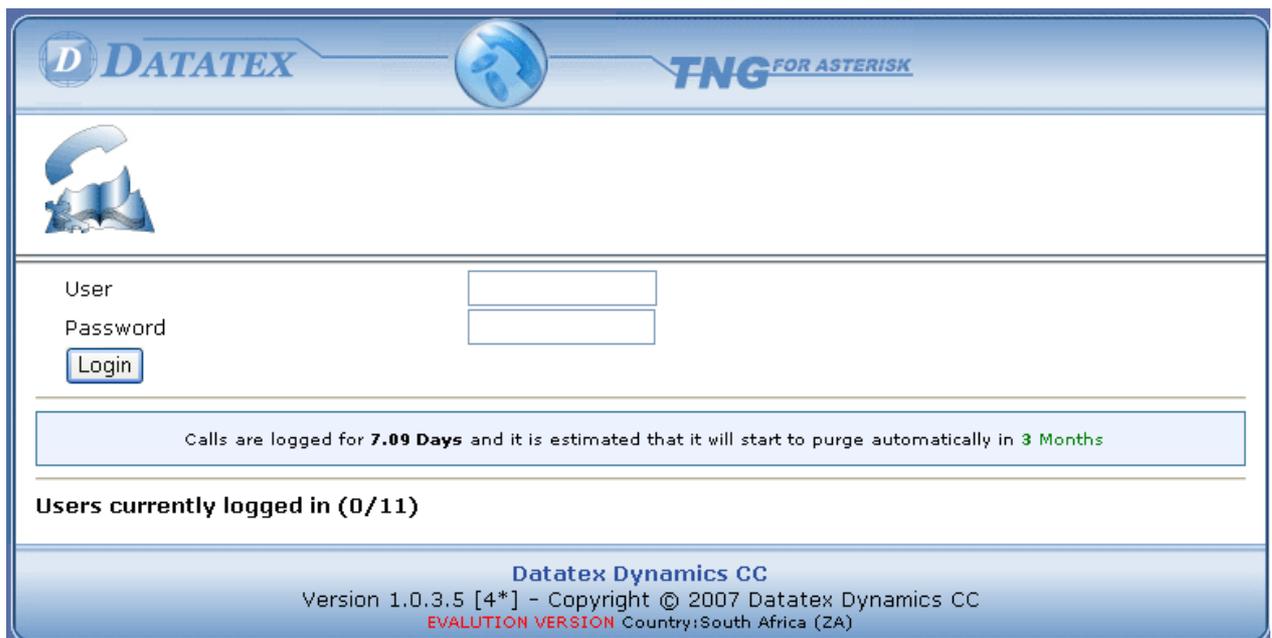
TNG's auto-purge facility

Storage capacity is displayed by an indicator bar on the top right hand corner of the page, the green bar indicates the storage capacity in use. When the storage capacity bar is orange, it means that the amount of space available is more than 80% full. A red indicator bar tells us that the storage capacity is has reached 90% or more. TNG will automatically purge your calls once the storage capacity has been reached, when the purge is in process the storage capacity bar will be red and display the message 'PURGING!!!'. (See below).

- Storage Capacity**  - Green status
- Storage Capacity**  - Orange status
- Storage Capacity**  - Red status
- Storage Capacity**  - Purging status

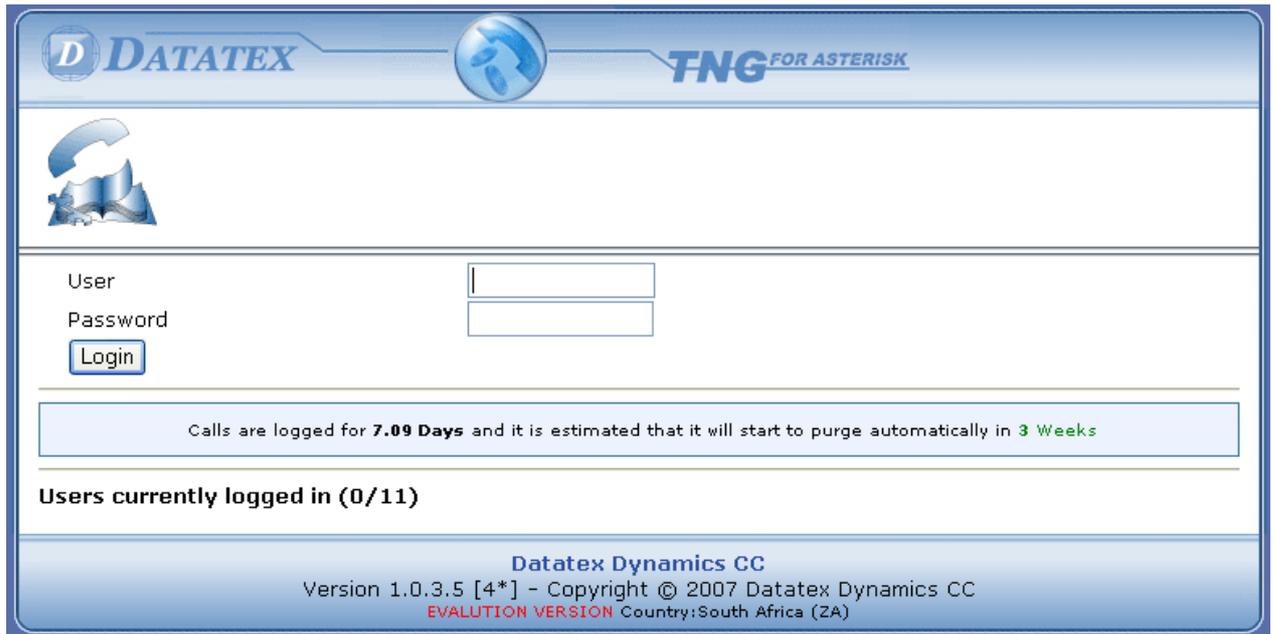
TNG performs an automatic calculation estimating the amount of days your calls will be kept live and the period of time left before the purge will begin. This information is now displayed on your login page for TNG, in the screenshot below we can see that calls will be logged for 7.09 days and it is estimated that it will start to purge automatically in 3 months. As the estimated time of purge draws closer, the time period will decrease on your login page systematically from months, to weeks and to days until the estimated time of purge has arrived. No extra configuration is necessary for the purge to take place. The screenshots below indicate the decreasing time period before the purging process is estimated to begin.

3 months before the purge



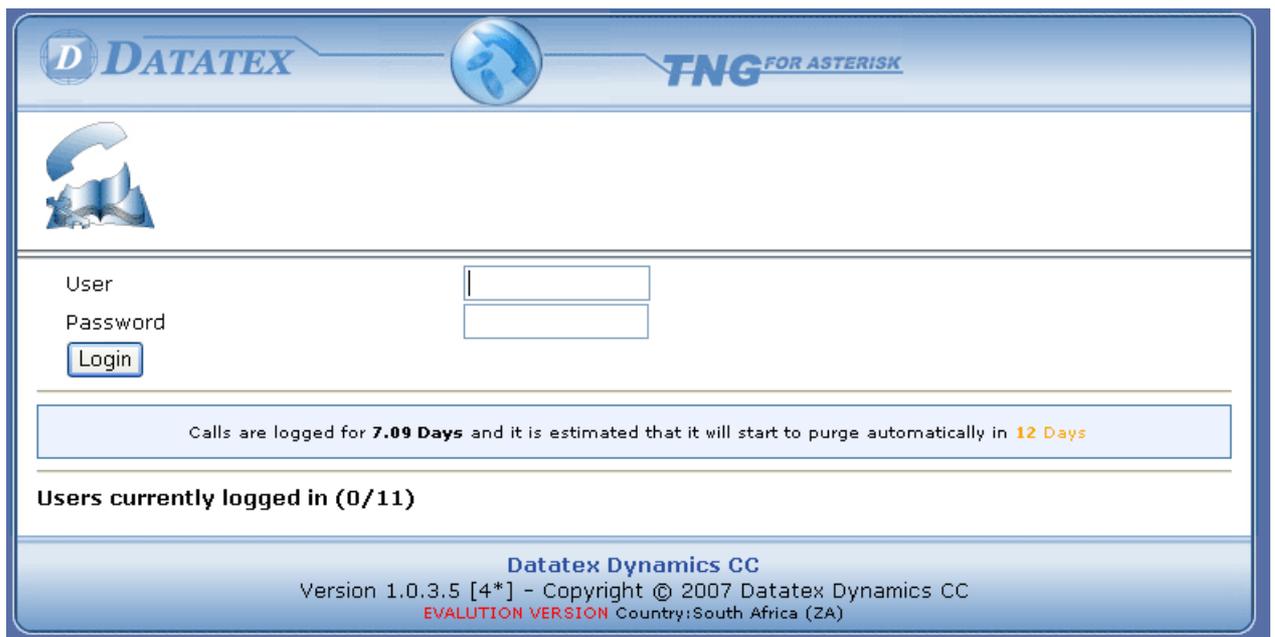
The screenshot shows the TNG login interface. At the top, there are logos for DATATEX and TNG FOR ASTERISK. Below the logos is a login form with fields for 'User' and 'Password', and a 'Login' button. A message box displays: 'Calls are logged for **7.09 Days** and it is estimated that it will start to purge automatically in **3 Months**'. Below the message box, it says 'Users currently logged in (0/11)'. At the bottom, there is a footer with the text: 'Datatex Dynamics CC', 'Version 1.0.3.5 [4*] - Copyright © 2007 Datatex Dynamics CC', and 'EVALUTION VERSION Country: South Africa (ZA)'.

3 weeks before the purge



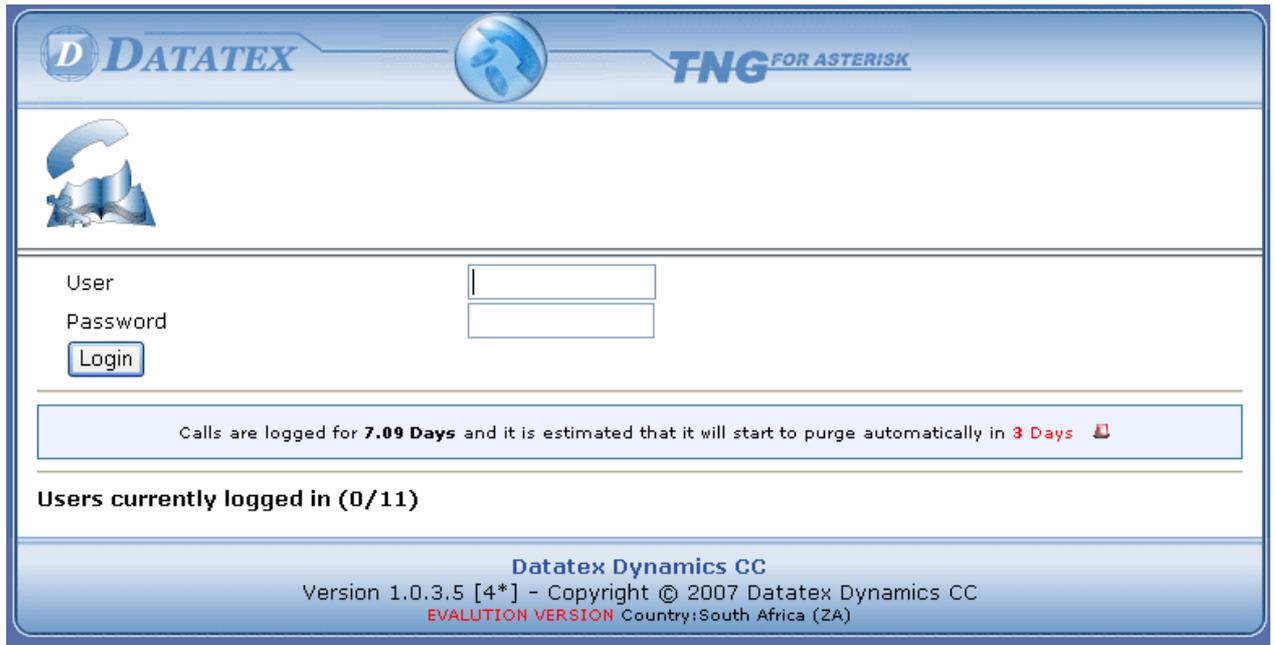
The screenshot shows the Datatex Dynamics CC interface. At the top, there are logos for 'DATATEX' and 'TNG FOR ASTERISK'. Below the logos is a navigation menu with a 'Home' icon. The main content area contains a login form with 'User' and 'Password' fields and a 'Login' button. Below the login form, a status bar indicates: 'Calls are logged for **7.09 Days** and it is estimated that it will start to purge automatically in **3 Weeks**'. Below this, it says 'Users currently logged in (0/11)'. At the bottom, the footer contains: 'Datatex Dynamics CC', 'Version 1.0.3.5 [4*] - Copyright © 2007 Datatex Dynamics CC', 'EVALUTION VERSION', and 'Country:South Africa (ZA)'.

12 days before the purge (The amount of days are displayed in orange).



The screenshot shows the Datatex Dynamics CC interface. At the top, there are logos for 'DATATEX' and 'TNG FOR ASTERISK'. Below the logos is a navigation menu with a 'Home' icon. The main content area contains a login form with 'User' and 'Password' fields and a 'Login' button. Below the login form, a status bar indicates: 'Calls are logged for **7.09 Days** and it is estimated that it will start to purge automatically in **12 Days**'. Below this, it says 'Users currently logged in (0/11)'. At the bottom, the footer contains: 'Datatex Dynamics CC', 'Version 1.0.3.5 [4*] - Copyright © 2007 Datatex Dynamics CC', 'EVALUTION VERSION', and 'Country:South Africa (ZA)'.

3 days before the purge (The amount of days are displayed in red followed by a flashing icon).



D **DATATEX**  **TNG** FOR ASTERISK



User

Password

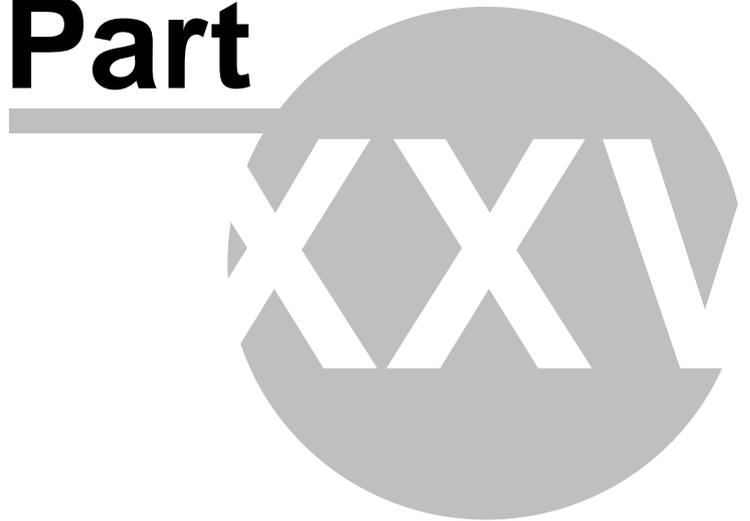
Calls are logged for **7.09 Days** and it is estimated that it will start to purge automatically in **3 Days** 

Users currently logged in (0/11)

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EVALUTION VERSION Country:South Africa (ZA)



Part



25 Release History

TNG Version 1.0.7.0 (01 May 2010)

Features:

- Changing of historical call information is now supported.
Fields that can be changed are extension, pinuser, account, trunk and destination names and department, phonebook category and private or business call.
PLEASE NOTE: Inconsistent report data will result when using this feature.
- Scheduled reports can now be modified.
- TNG can use a different currency than the one set on your computer. This is changed in the General Settings screen.
- Support for Datatex MyAccount system through the MyLink field in the Phonebook.
- The date range selector on the report criteria page will now default to "Time Range" instead of "Daily Interval".
We have found that users change the times on the selectors unaware of the filtering affect it might have under the "Daily Interval" option.
- Rate updates:
 - VOX
 - Indonesia
 - Malawi
 - Telkom
 - Mauritius
 - Namibia

Fixes:

- Adding an extension range with a zero prefix, e.g 001 to 100, was dropping the leading zero(s).
- Deleted scheduled reports still tried to execute and then failed with a log entry.
- A recost bug introduced in version 1.0.6.5 might stop TNG from processing calls and not recover.
- Certain email servers displays the JavaScript in the embedded report email. We have now removed the JavaScript from the embedded report.
- TNG4Asterisk: Very busy Asterisk sites might have performance issues when running TNG due to slow reading. We changed the way TNG reads from the Asterisk Manager Interface to improve it significantly.

Technical:

- Data Flushing Interval changed to allow for changing the date and time on the PC.
If the date or time was set in the future and then changed to the correct date and time, flushing might not be triggered.
- Loading call data will strip invalid characters it might have saved in prior versions.
- On loading the extension, pinusers, accounts and trunk data from disk, TNG will now first check if the file versions match the calldata version before loading it.

Previously this data was loaded and a version mismatch could have caused corrupt calldata.

Version 1.0.7.0 © 2010 Datatex Dynamics cc

TNG Version 1.0.6.7 Unofficial Release

Features:

- Support for Asterisk 1.6.

Fixes:

- Asterisk version gateway check for "trunk" now case insensitive.

TNG Version 1.0.6.6 (01 December 2009)

Features:

- Account Summary Report Added.
- Report Criteria now supports selecting Multiple Call Outcomes.
- The estimated file size of a report is now displayed on the report email screen.
- Auto Import of PIN User details.
- Auto Import of Phonebook details.
- CSV Export of Phonebook.
- Restricted Department Heads can now be restricted from Phonebook maintenance.
- Alerting on low diskspace was added.
- Logging duration of raw data is now configurable.
- Rawdata can be re-imported.
- Calls exceeding a configurable maximum duration will not be costed.

Fixes:

- Fixed problem where recosting on certain Linux distributions caused TNG to hang.

TNG Version 1.0.6.5 (01 August 2009)

Features:

- Department Configuration and Percentage Markup. A * prefixed to a value indicates a marked-up value.
- Marked-up value added to end of export string.
- The following alarms conditions will be emailed and displayed on the login page:
 - Trunk Inactivity - Set per trunk on Trunk Configuration page
 - Total Inactivity
 - Reaching 90% of capacity
 - Buffer not connected
 - Subscription Expired
 - Installation Invalid

When the condition clears, an Alarm Clear will be send.

Version 1.0.7.0 © 2010 Alan Cox alan@openip.com - This is off by default and must be configured to work.

- Report Criteria now Supports Transferred Calls. Please Note this is PABX and plugin

dependent.

- Report Criteria now supports selecting Multiple Call Types.
- Call Masking Configuration.

Fixes:

- Numbers with non-numeric characters appended were not costed before.
- Intermittent Re-registration Error Fixed.
- Phonebook search display if only 1 entry in phonebook fixed.

TNG Version 1.0.6.3 (06 May 2009)

Features:

- South Africa Neotel Ratebooks added.
- TNG 4 Asterisk allow stripping of breakout digit.
- Integration and Barring KeepAlive Support enhanced.

Fixes:

- Department Summary Reports Total Column now including Calls that could not be allocated a CallType.
- Adding Extension Range where extensions start with a 0 corrected.

TNG Version 1.0.6.2 (22 January 2009)

Features:

- Busy Hour Reports added.
- Transaction Report added.
- Ratebooks for Namibia added.
- Recosted calls will be re-exported to the exportfile for TNG Enterprise Support.
- TNG 4 Asterisk will now also attempt to reconnect to Asterisk when receiving a Socket Disconnect error.

TNG Version 1.0.6.1 (9 September 2008)

Fixes:

- Startup problem on Linux distributions with not IP address assigned to ETH0.

TNG Version 1.0.6.0 (10 September 2008)

Features:

- **NB: TNG's export file names and locations have been changed.**
Exports will now happen to a day-stamped file directly in the export folder and a

day-stamped folder will not be created anymore e.g:
c:\program files\datatex\tng\export\20080910.txt
or Linux:

/opt/datatex/tng/export/20080910.txt

- Additional information has been added at the back of the export data format.
- Additional Options was added to the Call Outcome selection criteria for reports.
- TNG now supports co-branding. Dealers can contact our Sales Office for more information.
- The Speed of browsing the user interface over a WAN has been improved.
- A TCP Keep Alive option has been added to provide earlier detection when a connection to a network PABX has been dropped.
- Changing the TCP Listen ports for integration will now take affect without having to restart TNG.
- The minimum percentage of memory to use for TNG has been decreased to 5% on Linux.
- Ratebook and Exchange File versions are now written to logfile when the file is loaded.
- The Message displaying remaining and stored data on the Login page has been made more descriptive.
- Additional Information Logs pertaining call saving and loading has been added.
- Plugin rules can now be configured to also apply to internal calls.
- **Support for the TNG Barring Utility was built in.**
- **Support for the TNG Enterprise Edition was built in.**

Fixes:

- The call record sequence number will only increment when a call has been validly parsed as a new call.
- The bug introduced in version 1.0.5.8 whereby you were unable to delete extensions has been fixed.
- Reports will be checked for validity before the report is generated for example when a refresh is done.
This was a problem under certain Linux distributions which could have caused TNG to crash.

TNG Version 1.0.5.8 (26 May 2008)

Features:

- TNG now allows for the import of extensions. See help or contact support for more Information.

TNG Version 1.0.5.7 (15 April 2008)

Features:

- TNG now allows for the setup of customrates. See the help link on the custom rates edit page for more information.
- Exchange mapping to calls optimized

TNG Version 1.0.5.6 (28 March 2008)

Version 1.0.7.0 © 2010 Datatex Dynamics Co

Features:

- TNG Standard version now also provide File Read as an alternative to Serial or Network communications.

When selecting this option you also need to specify a path and filename or filename mask using the * character.

Examples:

c:\mypabxdata*.txt >>> will process all txt files in the c:\mypabxdata\ folder.

c:\mypabxdata\RAWDATA.txt >>> will process the RAWDATA.txt file in the c:\mypabxdata\ folder.

c:\mypabxdata\Week*.txt >>> will process all txt files in the c:\mypabxdata\ folder that starts with Week.

c:\mypabxdata* >>> will process all files in the c:\mypabxdata\ folder.

Please Note that any files matching the mask will be processed and moved to the processed folder at night.

Fixes:

- Memory Leak when duplicate records were detected fixed.

TNG Version 1.0.5.5 (11 March 2008)

Features:

- Calendar can now quick select the month or year when double clicking on the Month Year Caption.
- Report Search Criteria now allows for typing in an Account Code where applicable
- Trunks can now be selected on the Trunk Utilization Report
- The Trunk Field was added to the CSV Export format of the applicable detailed reports.
- Faster Report generation on the Department and Trunk Summary Reports.
- Write a log entry if error occurred while loading ratebooks.
- Duration will now always be stored in the format hh:mm:ss
- Extension Number and Line Number length changed from 10 to 25.
- Write a log entry if error occurred while loading ratebooks.
- Additional Exchange Zones added into exchange file.

Fixes:

- TOP X Duration Report not sorting correctly if duration stored in both h:mm:ss and hh:mm:ss format.
- Pin user names longer than 20 characters not displaying data if generating report from the live call list page.
- Blank entries in the data can no longer exist and use up memory space.
- Export to CSV Report correctly handled with MS Excel 2007.
- Deleting a newly created department from the list gives an error when applying the page changes.
- Department Head and Admin logins and user ageing not releasing locks on Department Head Configuration.
- TNG 4 Asterisk now allows for selecting a different file after processing another on the same day.
- TNG 4 Asterisk can now search for the word OUTGOING in the number field of reports.
- Negative Ring Times will be defaulted to 0.

TNG Version 1.0.5.1 (10 December 2007)

Features:

- Standardation of TNG to use the YYYY-MM-DD HH:NN:SS Date Format.
- TNG 4 Asterisk Asterisk CSV File Import changes to allow for blank destinations.

TNG Version 1.0.5.0 (30 November 2007)

Features:

- An option for Page Breaks is now available on applicable reports.
- TNG 4 Asterisk now allows for reading data from the Asterisk CSV file.
- Raw logging will be enabled by default on a new installation.
- TNG will try and recover older data files from the data folder if it can't find the correct one.

Fixes:

- TNG 4 Asterisk user lookup failure when using accountcodes as pincodes.

TNG Version 1.0.4.6 (Standard) (09 November 2007)

Fixes:

- Error on Enabling Raw Logging fixed.

TNG Version 1.0.4.5 (25 October 2007)

Features:

- New features link displaying TNG history (This page).
- Extension List Report added under System Reports.
- PIN User List Report added under System Reports.
- Account Code List Report added under System Reports.
- Trunk List Report added under System Reports.
- Trunk Configuration in ranges now allow for adding a prefix.
- Detailed Reports now also include call counts.
- Only Flush Call data if changes were made to the database i.e Recost or new calls received.
- On TNG 4 Asterisk, Enabling raw data logging will reconnect to Asterisk to get the configuration data.

Fixes:

- Buffer detection freezing on USB to Serial Converters.
- Slow loading of calldata on startup in Linux.
- Possibility of Call Purge causing call downloading to stop.

TNG Version 1.0.4.0 (30 July 2007)

Features:

- Report Archiving.
- Call capacity status bar on live call list screen.
- Call capacity status and estimated range display on login screen.
- Trunk Occupancy report added.
- Extension Occupancy report added.
- Option to update extnames from PABX data if supported by the PABX.
- Default Ratebook selectable on trunk config screen.
- Asterisk support for FreePBX
- Improved System verification.
- Faster Buffer detection.
- Buffer disconnected alert when detecting disconnecting buffer while TNG running.
- You can now email reports generated from the live call list screen.
- Reference field added and exported as last field.
- Ratebooks for Kenya added.

Fixes:

- Asterisk restart re-connection fail fixed.
- Linux Systems with more than 2 GB memory available calculation.
- Trunk Distribution report not hiding detail when manually selecting to hide it.
- Re-licensing expired systems not reactivating ratebooks.
- Purge data memory leak fixed

TNG Version 1.0.3.0

Features

- Asterisk event logs written when Logging Raw data is enabled.
- Asterisk allowing for authorization codes.
- Write Logs now including the version number
- Asterisk exception, connect and disconnect logging added
- Total Duration Column added to Department Summary reports.
- Images used for drilldown reports instead of +- text.
- Finding Buffer function will refresh the comport list to find buffer in.
- More logging information when opening comm ports.

Fixes

- Latin characters not displaying on live screen and URL's fixed.
- Unrestricted Department head can't change extension department within allowed departments in IE fixed.

-
- Firefox general setting page asterisk info display fixed.

- New Department head creation bug fixed with incorrect saving on restart of PC.

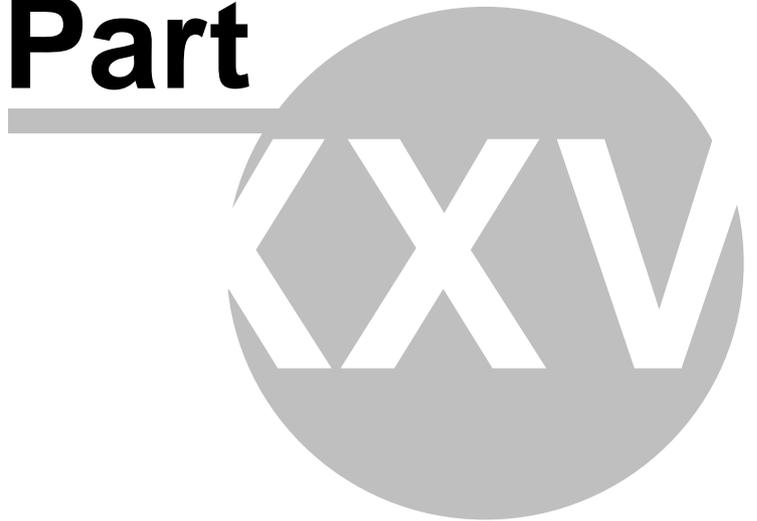
TNG Version 1.0.2.0

Features

- Report Scheduling added
- Report CSV Export added
- Switch to capture raw data to raw.txt added
- Recosting function improved
- Report Data to sort numeric first then alphanumeric
- Maximum memory limit changed to 2gb from 1gb
- Adding Trunk by range now allow for entering a description and ratebook. Asterisk interface added
- VOIP-INT and VOIP-EXT added for "trunkless" VOIP calls on Asterisk. They will always be costed zero unless a different ratebook specified
- Admin user now also remember last reportdates like Department Heads.

TNG Version 1.0.1.0 - First Commercial Release

Part



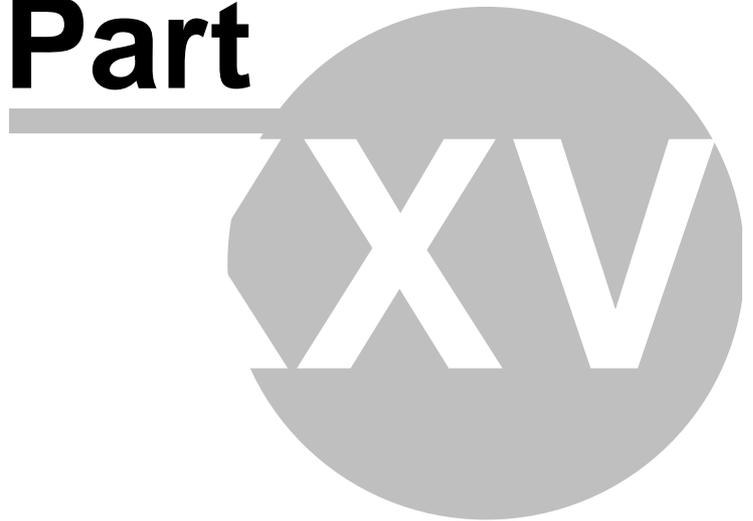
26 Glossary

Glossary

| WORD/ACRONYM | DEFINITION |
|-----------------|--|
| Browser | The application that one would use to access the internet for example, MS Internet explorer or Mozilla firefox. |
| PABX | Private Automated Branch Exchange. |
| PBX | Private Branch Exchange. The digital system used internally by companies so that each user can have a phone, without each user having a direct line from a service provider |
| TMS | Telephone Management System. A system that can generate reports based on the information gathered from a PBX system. Usually used to track time, cost and abuse of the phone system. |
| Plugin | An interface used to translate rawdata received from the PABX. |
| ASTERISK | A software based PABX consisting of a PC and free software. |
| CSV | Comma Separated Value. A format separating each entry in the file with a comma. |



Part



27 Troubleshooting

1. TNG cannot open a link and Windows explorer says that the page cannot be displayed.

When this error occurs, please make sure that the TNG service is running.

Go to:

- **START, CONTROL PANEL, ADMINISTRATIVE TOOLS, SERVICES**
- Look for a service called TNG.
- Right click on the service, and select 'Restart or Start'
- See that you can ping the client PC from the TNG server and also the server from the Client PC.
- Make sure that port 7080 is available for TNG.
- Make sure that your Proxy Server settings in Internet Explorer are disabled or that it is set to exclude TNG. To do this, open Internet Explorer. Click on 'Tools' , 'Internet Options' , 'Communications' and 'LAN SETTINGS'. At the bottom of this window, there is a section called 'Proxy server settings'. If you are NOT using a proxy server for your internet connection and the proxy is ticked as enabled, then untick it to disable the proxy server. However, if you do use a proxy server, set it to exclude TNG This can be done by clicking on 'Advanced' in the same window. - You will notice a section called 'Exceptions'. In the white block of this section type in the TNG address and port Eg.(//127.0.0.1:7080). Click on 'OK'. Remember that where you see 127.0.0.1, you will use the TNG servers IP address instead. The proxy server will now be used for all connections except TNG.

2. Web pages and images take a while to be displayed/loaded.

The first time you view a page, it may display slowly if you are using it over a slow Internet connection,

If this is not the case, the problem may be related to the way images are being cached.

Steps to clear the Internet Explorer browser cache:

- In Internet Explorer, click on 'Tools'.
- Click on 'Internet Options'.
- On the 'General' tab, under 'Temporary Internet Files', click on 'Delete Files'. You can ignore the 'Delete Offline Content' checkbox. A confirmation window will appear.

- Click the 'OK' button. This may take some time, several minutes if you do a lot of browsing.
- When it finishes, click on the 'OK' button to close the 'Internet Options' window.

Internet Explorer, by default, uses approximately 3% of the disk space for caching and with a 160GB drive, it uses almost 5GB of disk space. This amounts to thousands of files, and Internet Explorer seems to be very slow trying to find out if an image is cached or not.

3. Trouble accessing TNG from a client PC.

Remember that when you access TNG from a client machine (another PC on the network) , the local address 127.0.0.1 does not apply. You must replace this with the IP address or name of the TNG server. Eg. //TNG server:7080. If this is correct and still you cannot access the page ping the TNG server from the client PC, this will determine whether that PC has access to the server across the network.

4. I cannot see my account codes on the reports, I am using a PANASONIC KXTD 500 PABX.

TNG allows for an account code and a pin code. An account code is a code entered into the phone to represent calls made on behalf of a client or department. A pin code is used to identify the caller. If a code is used to lock/unlock the phone, it will not be visible in the SMDR data. This code will simply serve to lock/unlock the phone TNG does not populate the account code and pin code fields, it must be done manually.

When using the Panasonic KXTD500 plugin you need to enter the pin code under 'Pin Code Configuration' and not 'Account Code Configuration'.

5. When I click on a link I do not get taken to the next page, my links appear disabled.

This is a security setting in Internet Explorer and Mozilla Firefox. When this problem occurs you will notice a yellow bar on the top of the page, right click on this bar and select 'Enable Active X'. This will disable the feature and allow you to open the links on the web page.

6. My 'drill down' functionality on the report is disabled.

Please note that TNG will automatically disable further drill down functionality if it detects that the report being processed is too large. The user can either select a shorter date period to reduce the amount of calls, or use the detailed report options to view the calls for the previously selected date period.

7. Datatex buffer is not detected on installation of TNG.

When installing TNG, the system will search and detect the TNG buffer automatically. This may take a while. As soon as this process is completed TNG will start logging calls. If the buffer was not detected, you will see a red flashing icon with a warning message, Invalid buffer or Buffer not found.

Please follow these steps:

- Close TNG.
- Click on Start -> Control panel -> Administrative tools -> Services
- Stop the TNG service (wait a few min)
- Start the TNG service
- Open TNG

Option two:

- Delete the "Datatex" folder. All user details will be deleted when deleting the Datatex folder. Make a backup of the "**data**" folder(**C:\Program Files\Datatex\tng**) to avoid losing usernames.
- Uninstall TNG
- Click on Start -> Control panel -> Add or Remove programs and remove TNG
- Re-install TNG from the cd.
- You should now be able to log on to TNG and the system will detect the buffer.

8. Invalid License number error.

This problem can occur when new hardware is installed on the PC after TNG has been installed. TNG uses these settings to generate a license number and when new hardware is installed it conflicts with the previously generated licence number. The current solution is to reinstall TNG and have it re-licensed.

- Stop the TNG service - **click on Start -> Control panel -> Administrative tools -> Services**
- Delete the Datatex folder (C:\Program files\). Remove the TNG program - **click on Start -> Control panel -> Add or Remove programs**
- Install TNG from the CD
- Log into TNG and click on "License page" (Follow the steps on the license page:) "**Step 1**" and save the installation file "**Step 2**" and attach and send the installation file to register@datatex.co.za.

9. How do I configure ASTERISK to work with TNG?

TNG connects to Asterisk via the network to the Asterisk Manager Interface (AMI). The AMI normally runs on TCP port 5038 on the Asterisk machine.

- **Step 1: Enable the Asterisk Manager Interface:**

We first need to ensure that the AMI is enabled. File `/etc/asterisk/manager.conf` [general] `enabled = yes port = 5038 bindaddr = 0.0.0.0` You should not enable the AMI on a public IP address. If you do, people on the Internet will be able to connect to the AMI and may cause problems. Block this TCP port with iptables (or other firewall software).

- **Step 2: Add a user for TNG:**

The default Asterisk has a `manager_custom.conf` file, which is included from `/etc/asterisk/manager.conf`. Usually, additional users are configured in this file. For example, if we want to use login "tng", password "test", and TNG will connect from IP 192.168.0.4, this would be the configuration: File `/etc/asterisk/manager_custom.conf` [tng] `secret=test deny=0.0.0.0/0.0.0.0 permit=192.168.0.4/255.255.255.255 read=system,call,log,verbose,command,agent,user write=system,call,log,verbose,command,agent,user` You can make the login and password anything you want, as long as TNG is configured to use the same login and password.

- **Step 3: Enable CDR on Asterisk:**

File `/etc/asterisk/cdr.conf` [general] `enabled=yes`

- **Step 4: Enable CDR via the AMI:**

File `/etc/asterisk/cdr_manager.conf` [general] `enabled=yes`

- **Step 5: Force Asterisk to reload the configuration:**

Check whether the `cdr_manager` module is loaded... `root@asterisk:/etc/asterisk# asterisk -rx "show modules like cdr_manager"` Module Description Use Count `cdr_manager.so` Asterisk Call Manager CDR Backend 0 1 modules loaded `root@asterisk:/etc/asterisk#` If you don't see the `cdr_manager` module or it says "0 modules loaded", you need to compile it into Asterisk. Please see the Asterisk documentation. If the module is there, configure your TNG with the login and password you set in Step 2. Force Asterisk to reload the configuration: `root@asterisk:/etc/asterisk# asterisk -rx "reload"` For good measure, you can also run the following commands: `root@asterisk:/etc/asterisk# asterisk -rx "reload manager"` `root@asterisk:/etc/asterisk# asterisk -rx "reload cdr"` `root@asterisk:/etc/asterisk# asterisk -rx "reload cdr_manager"` which explicitly specify which modules to reload.

TNG should now be able to connect to Asterisk.

- **Step 6: Configure TNG:**

Make sure that TNG is installed. Login on TNG using a web browser, and click on the "General Settings" icon (a gear and spanner) on the main page. TNG will prompt for a "technical" password. Enter the technical password and search on the screen for the Asterisk Interface configuration. Here you enter the IP address of the Asterisk server, AMI port (default 5038), Login and password that you configured in Step 2. Click any of the "Apply Changes" buttons to save.

- **Step 7: Check that TNG has connected successfully:**

Back on Asterisk, at the command-line, check that TNG has connected:

```
root@asterisk:/etc/asterisk# asterisk -rx "show manager connected" Username IP  
Address tng 192.168.0.5 If you don't see this, check the TNG log file for error  
messages.
```

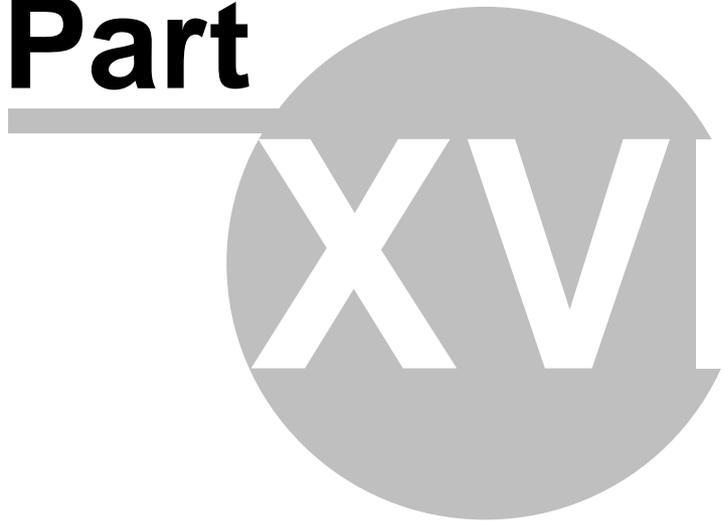
- **Explanation of log entries** Look for these messages to check settings Setting AMI Host :192.168.0.4 Setting AMI Port :5038 Setting AMI Login Name :tng Error message AMI Exception:ConnectToAsterisk: Socket Error # 10061[13][10]Connection refused. Explanation: Failed to connect to AMI Reason: Incorrect IP or port, or a firewall Error messages AMI Exception:Disconnected. AMI Exception:Send: Action: Login[13][10]Username: tng[13][10]Secret: test[13][10] - Socket Error # 10057[13][10]Socket is not connected. AMI connected to port 5038 on 192.168.0.4 Explanation: Successful connect, connection was closed almost immediately Reason: Incorrect login or password.



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Part



28 More quality products from Datatex

➤ AMETHYST Voice recording solution

AMETHYST utilizes all of the traditional and many innovative methods to record telephony conversations to a central server via a LAN or WAN. With built-in agent quality management (AQM), screen- and data-capturing, and features way beyond rival products, AMETHYST has become the call recorder of choice. AMETHYST comes fully inclusive of all hardware, software, installation and 1st year maintenance required for a total recording solution. For each AMETHYST call recorder sold, the hardware requirements are customized to best fit the solution and method of recording, thus maximizing the investment and performance. AMETHYST currently provides four methods of recording i.e. Trunk-side, extension-side, client-side and VoIP or a combination of all of these.

➤ ONYX Stand alone voice recorder

ONYX allows you to record all your telephone conversations from any analogue or digital telephone via a connector between your phone handset or headset and a USB port on your computer. Special optional adapters also allow you to record conversations from analogue lines, including cordless phones, as well as control room radio links. Quick searches and easy retrieval of recordings assist you in addressing any hearsay issues and potential conflict situations efficiently. ONYX addresses all the requirements placed on businesses for secure transactions done via the telephone. You can easily upgrade to our ONYX+ or AMETHYST voice loggers if you require the extended functionality provided in these top of the range loggers. Emailing of recordings along with notes is standard. Auto detection of our USB phone tap ensures ease of installation and self-configuration. All this and features way beyond rival products makes ONYX the single line recorder of choice.

➤ KYANITE VoIP

VoIP provides flexibility in terms of configuration that no one in traditional voice communications can possibly imagine. This flexibility not only provides functionality beyond current imagination but also create various headaches where solutions were working well on traditional PBX systems. This includes call recording systems, a market where we are very well represented with our three logging products, Amethyst, OnyxPlus and Onyx. We are aware of various 'VoIP logging cards' that are available in the market and new ones that are currently being developed. We believe that these cards are important and will play an important role in call recording systems.

➤ EMERALD Computer telephony integration system

Emerald was developed to help customers converge their IT environment with that of their PABX - also known as CTI integration. Emerald provides a uniform means of communicating with a PABX, as well as all the functionality needed for extensive integration into contact management and CRM packages by utilizing TAPI. TAPI is a standard that was defined by Microsoft and various PABX manufacturers for enabling communication between computers and PABX's. Emerald comes standard with all the

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TAPI features required to effect integration with a range of 3rd party applications, including hospitality-, MIS-, CRM-, and others. Further, the CTI middleware component

allows developers and programmers to easily add telephony functions to 3rd party applications via COM objects. The telephony features that can be added include: dialing phone numbers by double clicking on them; clicking to answer an incoming call; hanging-up, transferring of calls internally and externally; redirecting calls before answering based on set criteria; and auto pop-up of customer's record based on caller-line ID.

EMERALD comes complete with its own customer contact database called VIP. Contacts can be dialed by merely double clicking on their telephone numbers. On incoming calls, VIP locates the correct customer detail based on the CLI and pops up the customer's details on the workstation of the agent answering the call - thus saving time and improving productivity. All the telephonic functionality available in EMERALD Soft-phones is also available in VIP. Customer contact information can be imported and exported via 'V-cards', i.e. contacts in Microsoft Outlook can be imported into VIP and vice versa.

➤ ONYXplus Voice recording solution

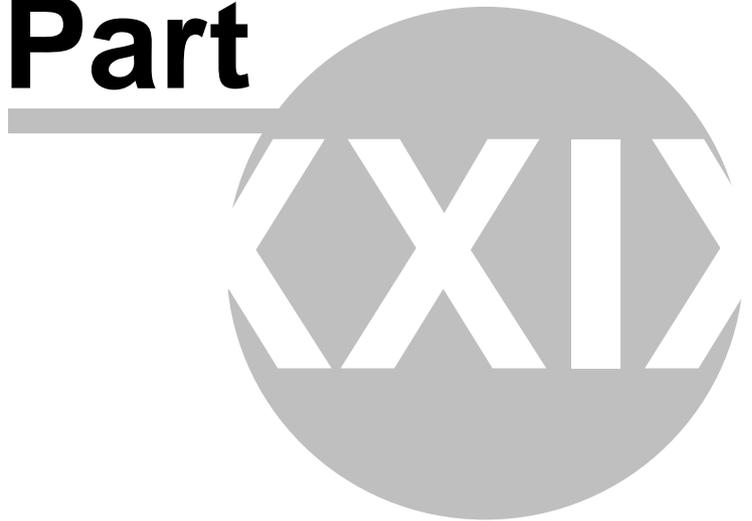
ONYX+ is a multi channel voice recorder system. ONYX+ is specifically geared as a recording platform where high quality recordings with easy searching facilities are combined to provide a cost effective way of addressing any 'hear-say' issues and legal disputes. You can upgrade from ONYX to ONYX+ to AMETHYST without any loss in recording data. Through this system DATATEX DYNAMICS provides the ultimate means of growing a recording solution from a single user system to a recording platform catering for the largest with the best combinations and permutations possible.

➤ RUBY Call centre management system

RUBY call centre management system is the ultimate generic solution for supervisors and managers to effectively manage call groups and agents on a real-time basis. The appearance of on-line flash update information on supervisors' screens, wallboards and soft-boards enables you to know the status of all your call groups and agents at any time.



Part



29 Sales, service and support

Service partners

Our Service Partners have been trained and certified to have the technical skills available to install and support all our products. They are adhering to strict technical standards including our own Service Partner Programme. They also ensure that technical staff receives training on a regular basis to ensure that they stay abreast with new developments in technology and changes in our software. We strongly recommend our Service Partners to ensure the correct installation and maintenance of all systems from DATATEX DYNAMICS. For more information on available service partners in your area please visit our website, www.datatex.co.za.

Sales partners

Our Sales partners have been trained and certified in selling our full range of products. They have the knowledge to configure and optimize our systems to the best needs of the end-user. They have also opted to standardize on our products as to ensure that the quality of products offered to end-users meets all expectations at all times. This is achieved through the quality of our selection in hardware and our software upgrade philosophy. Through close collaboration we ensured that all sales partners are always up to speed with the latest development in our software. They in turn provide us with end-user feedback to ensure that our software is constantly evolving to benefit all our end-users including ourselves. We can strongly recommend all our Sales Partners to assist you with purchasing the best solution from DATATEX. For more information on our service partners please visit our website, www.datatex.co.za.

Support at Datatex

Datatex has implemented a fully trained technical support team to assist our end users and technicians with any problems or queries. Our support team may be contacted via e-mail on support@datatex.co.za. Alternatively, all end users may log on to www.datatex.co.za and search our help documents for answers to specific questions on all of our products.

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