

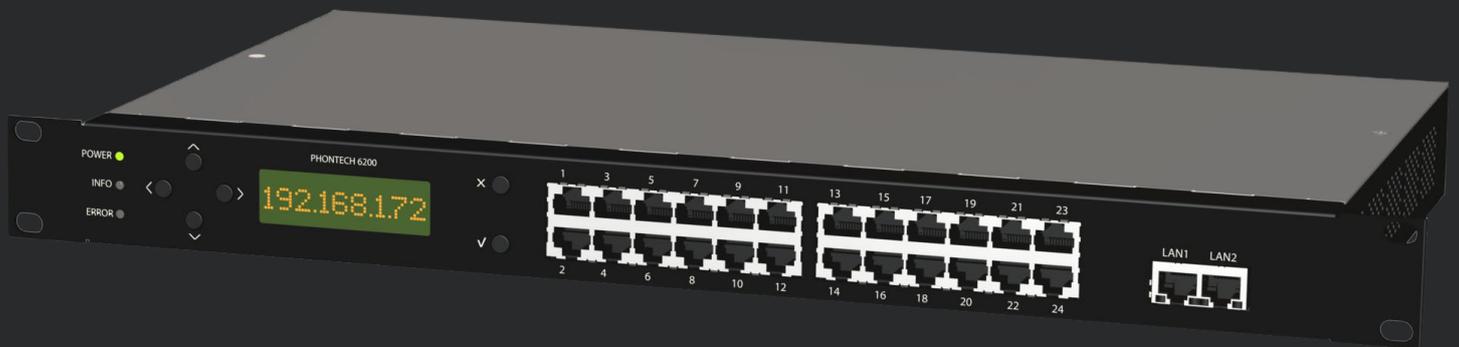
PHONTECH

by ZENITEL GROUP

USER MANUAL

ICS 6200

Call Logging Interface



Amendment Record

NO	INIT	DATE	CHAPTERS	VERSION	REASON FOR CHANGE
0	K.A.T.	01.09.14	All	A	Initial release
1	HKL	6.8.19	All	B	Doc no. A100K11943 / 4000089459
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1 WEB INTERFACE

1.1 LOGGING ON TO THE CALL LOGGING WEB INTERFACE

The call logging interface can be reached through any modern web browser. First we must locate the address of the storage unit that is currently used for call logging.

This address can be either in the Phontech 6200 Configuration Application found under the Phontech 6200 Storage Settings that is described in the Installation Manual. The address we are looking for can be found in the “Call logging unit” dropdown box as seen on the picture below.

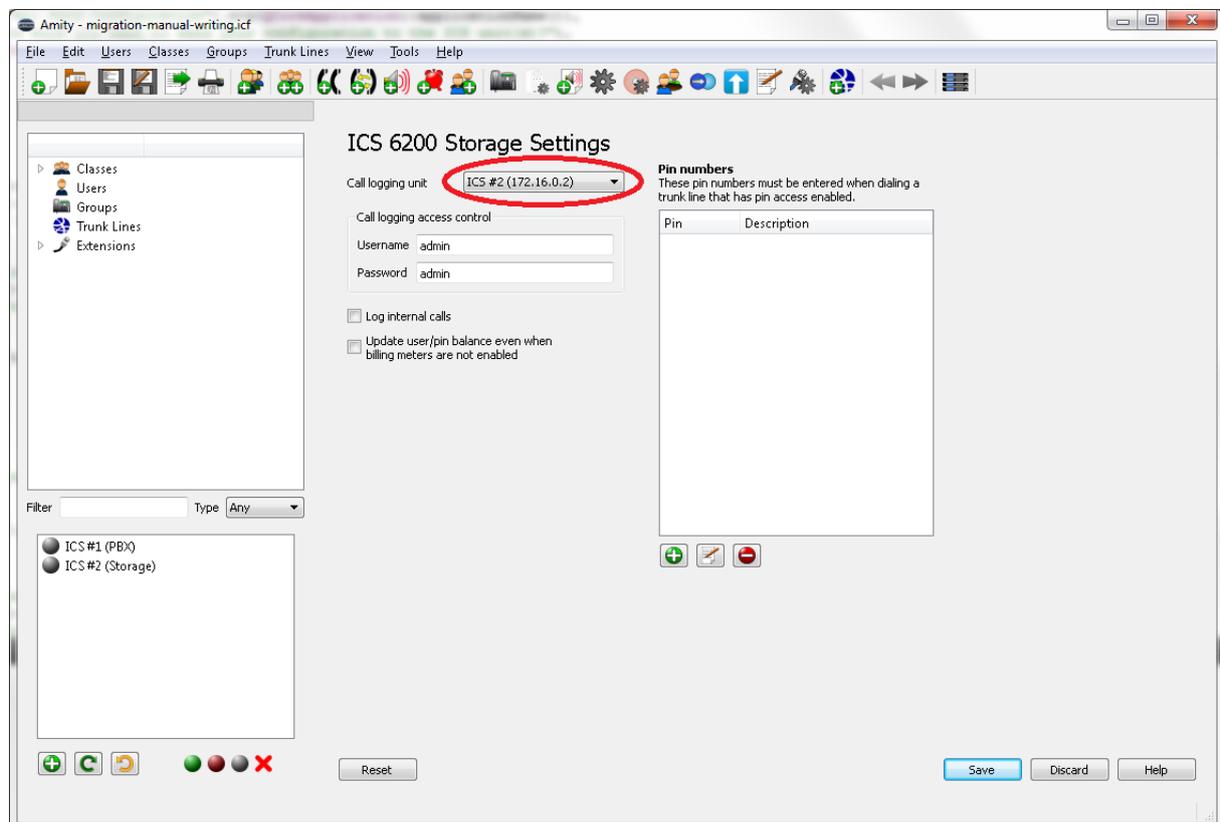


Figure 1 - Location of Selected Storage Unit

You can also find the address of the call logging unit by looking in the “Information” menu on the front panel display on the physical unit. Click any of the navigation buttons to clear the “Zenitel” logo and click the “Enter” button when you are at the “Information” menu item. Then click “Enter” again on the “Number and IP” item. The address will now be displayed on the screen.

Once we have found the address we can access the call logging web interface by entering this address into a modern web browser. You will be greeted with a username and password prompt where you have to enter the username and password that has been configured in the Phontech 6200 Storage Settings. The default username and password are both “admin”.

If the correct username and password has been entered, you will be directed to the welcome screen for the web interface as shown below.

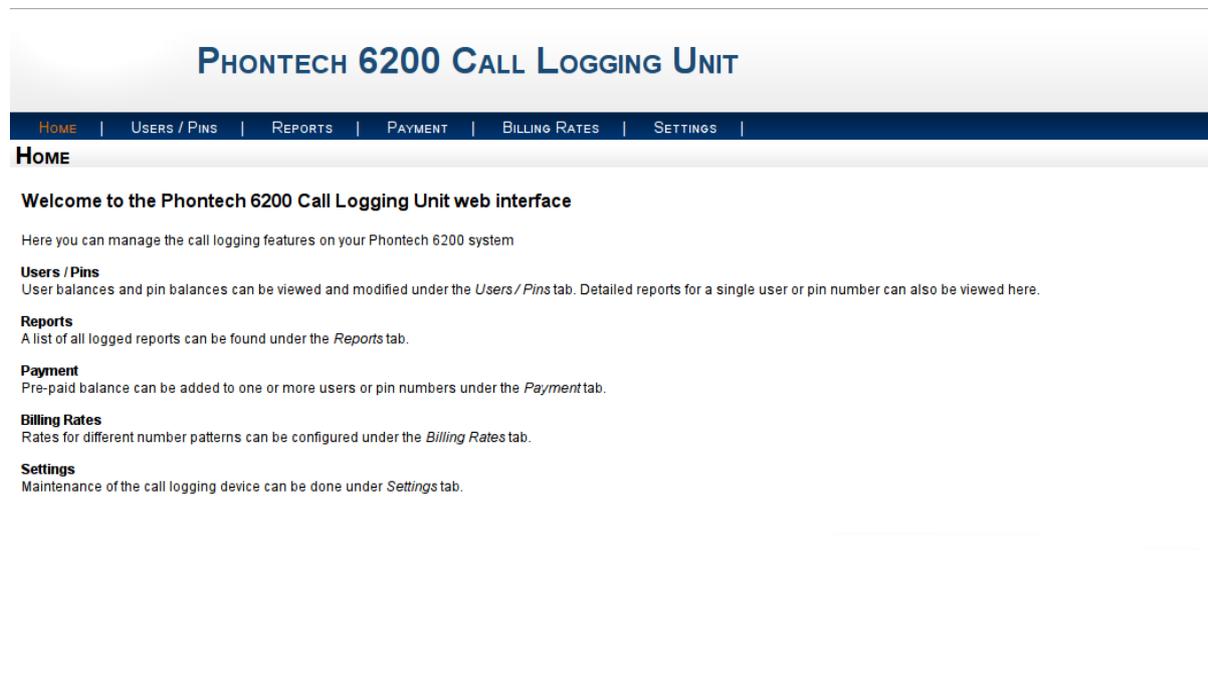


Figure 2 - Phontech 6200 Call Logging Web Interface

This page displays a short description of the different pages that can be accessed on in the web interface.

1.2 USERS / PINS PAGE

The Users / PINs page displays a list of all the users and PINs in the system. This is also the gateway to see call records for individual users or PINs.

1.2.1 USERS

The first part of the page lists all the users (a user is a single extension) that are configured on the system as well as the balance on their current account. The list can be navigated in by either using the search box in the top right of the list or by using the arrows or page numbers at the bottom right of the list.

All of the users in the user list are automatically configured when users are added or removed through the configuration application for the entire system. It is not possible to add or remove users by other means. The user balances are updated automatically if trunk lines on the system are configured to use extension based balance tracking.

The right-most column in the user list is a button that will reset the given user's balance back to 0. At the bottom of the table there's a button that will reset all of the users' balances with a single click.

To see detailed call reports for a single user, click on the extension for that particular user. This will open the page for this individual user which is further explained in chapter 1.3.

PHONTECH 6200 CALL LOGGING UNIT

HOME | **USERS / PINS** | REPORTS | PAYMENT | BILLING RATES | SETTINGS

USER LIST

A list of all users of the system and their current balance can be viewed below.
Click on a user to see a detailed call log for this user. A user's balance can be reset by clicking the X in the right column.
User accounts are automatically created based on the users configured in the system.

Show entries

Search:

Extension	Description	Balance	
101	Analog 101	19.83	X
102	Analog 102	0	X
103	Analog 103	100	X
104	Analog 104	0	X
105	Analog 105	20	X
106	Analog 106	0	X
107	Analog 107	-0.32	X
108	Analog 108	0	X
109	Analog 109	10	X
110	Analog 110	0	X

Showing 1 to 10 of 38 entries

Previous 2 3 4 Next

[Reset all user balances](#)

PINS

A list of all the configured pin number in the system and their current balance can be viewed below.

Figure 3 - Users / Pins page - Users Part

1.2.2 PINS

Below the user list, we find the PINs section. This lists all of the PINs that have been configured for the system. These PINs must be configured from the configuration application as described in the Installation Manual. This list can be navigated in the same way as the user list by either searching in the upper right corner or using the page numbers and buttons at the bottom right corner of the list.

The PINs list contains a button in the right-most column that will reset the balance back to 0 for the given PIN. At the bottom of the table there's a button that will reset the balance of all PINs with a single click.

To see the detailed call log for a given PIN click on the PIN number in the left most column. This will show the individual PIN page which is further explained in chapter 1.3.

[Reset all user balances](#)

PINS

A list of all the configured pin number in the system and their current balance can be viewed below.
Click on a pin number to see a detailed call log for this pin. A pin's balance can be reset by clicking the X in the right column.

Pins can be added or removed from the *Phontech 6200 Configuration Application* under the *Storage Configuration* window.

Show entries Search:

Pin	Description	Balance
1234	TEST 1	90.75 ✕
5678	Test 2	20 ✕

Showing 1 to 2 of 2 entries Previous Next

[Reset all pin balances](#)

EXPORT

Select what you want to export

Click to export a list of all users or pins and their current balance to a file

IMPORT

Click to import user and pin balances from a file.
The format of these files must match the export format.

Figure 4 - Users / Pins page – PINs and Export/Import

1.2.3 EXPORT OF USERS AND PINS

The export options are located the bottom of the Users / PINs page as seen in Figure 4. You can either export a list of current user balances or a list of current PIN balances. The list to export can be selected with the “Users” and “Pins” buttons in the Export section. The balances can be exported as PDF, XML or comma separated values (CSV) by clicking the corresponding button in the Export section. When the button is clicked, a download dialog with the selected format will appear and you can select where to save the exported data.

1.2.4 IMPORT OF BALANCES

It is also possible to import balances into the call logging system. By clicking the “Import XML” button in the Import section you will be presented with an open file dialog where you can select the file with the balances to import. The format of the file must be XML and in the same format as given by the “Export XML” button. Note that this will change the balances of all the users and pins that are located in the import file. This operation cannot be undone.

1.3 INDIVIDUAL USER AND PIN PAGES

1.3.1 USER PAGE

The detailed user page displays the detailed call logs for a given user. The current balance of the user is displayed at the top of the page.

The list will show all calls made by this user, sorted by date. The list can be navigated with the previous and next buttons at the bottom right of the list.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | REPORTS | PAYMENT | BILLING RATES | SETTINGS

USER 101

Current balance: 19.83

CALL LOGS

Below is a list of all the calls this user has been made. Sorted by the newest call first.

Show entries

Date/Time	Source	Destination	External	Duration	Billed	Cost	Type
2014-07-03 14:00:38	101	8402	402	18s	10s	0.17	Billing
2014-06-25 13:36:54	101	8402	402	40s	26s	0.43	Billing
2014-06-25 13:33:40	101	8402	402	12s	5s	0.08	Billing
2014-06-25 13:31:30	101	8402	402	14s	7s	0.12	Billing
2014-06-25 13:29:13	101	8402	402	24s	7s	0.12	Billing

[Previous](#) [Next](#)

[All records](#) [Billed only](#)

EXPORT

Click to export a list of all logged calls made by this user

[Previous month](#) [One month prior](#) [Custom](#)

Start date:

End date:

[Only export billed](#)

[Export PDF](#) [Export XML](#) [Export CSV](#)

Figure 5 - Details for User 101

The columns in the call log are as follows:

- **Date/Time** - The date and time when the call was initiated
- **Source** -The user that initiated the call. This will always be the user we are looking at.
- **Destination** - The number that was dialed.
- **External** - The actual number that was dialed over the trunk line.
- **Duration**- The number of seconds the user was in the call.
- **Billed** - The number of seconds that should be billed for the call. This does not include the time taken by the user to dial or enter a pin number.

-
- **Cost** - The cost of the call. This is calculated by multiplying the billed seconds by the correct rate for the destination.
 - **Type** - The type of record. This can either be 'Billing' or 'Documentation'. Note that calls marked as 'Documentation' will have billing seconds set to 0 as they are only present to document the call, not bill it. Those calls include calls between users inside the system and incoming calls if enabled through the Phontech 6200 Storage Configuration.

Under the call log list there's a filter button so you can change if the log should display billed calls only or include the documentation lines as well. By default it will only display the billed calls.

At the bottom of the page we have the export functions. Here you can export a report with the calls that this user has made. There are two pre-determined and one customizable option for the report period.

- **Previous month** - This will take the previous month and generate a report of all the calls for that month. If the current month is September, it will generate a report from 1st of August to the 31st of August.
- **One month prior** - This option will take us one month back from the current month. So if the current date is 15th of September it will generate a report from the 15th of August to the 15th of September.
- **Custom** - If none of the two other options match you can choose this to input a start and end date manually.

For the two pre-determined options you can always see the report dates that will be used in the input boxes underneath the options. These will change as the different options are selected.

To actually export the report you have to click on one of the three export buttons at the bottom to choose the format which you want for your report. The available formats are "PDF", "XML" and "CSV" (comma separated values).

1.3.2 PIN PAGE

The pin page is very similar to the User page described in chapter 1.3.1. The call log list is the same as in the User page, but note that it now displays all calls where the selected PIN number has been used. This means that the *Source* field will not always be the same as the PIN number could have been used from multiple phones. The balance associated with the PIN can be found at the top of the page.

The export functions for the PIN is the same as for the users. Choose the period for the report and click the format button of your choice and you will be presented with a download dialog for the report.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | REPORTS | PAYMENT | BILLING RATES | SETTINGS |

PIN 1234

Current balance: 90.75

CALL LOGS

Below is a list of all the calls that has been made with this PIN. Sorted by the newest call first.

Show entries

Date/Time	Source	Destination	External	Duration	Billed	Cost	Type
2014-08-13 15:44:52	102	8402	402	26s	15s	0.25	Billing
2014-06-25 13:29:13	101	8402	402	24s	7s	0.12	Billing

Previous Next

All records Billed only

EXPORT

Click to export a list of all logged calls made with this pin number

Previous month One month prior Custom

Start date:

End date:

Only export billed

Export PDF Export XML Export CSV

1.4 REPORTS PAGE

The reports page will show all call records logged by the system. The records are sorted by date. The list can be navigated with the buttons in the bottom right corner of the list.

The columns in the call log are as follows:

- **Date/Time** - The date and time when the call was initiated
- **Source** -The user that initiated the call.
- **Destination** - The number that was dialed.
- **External** - The actual number that was dialed over the trunk line.
- **Duration**- The number of seconds the user was in the call.
- **Billed** - The number of seconds that should be billed for the call. This does not include the time taken by the user to dial or enter a pin number.
- **Cost** - The cost of the call. This is calculated by multiplying the billed seconds by the correct rate for the destination.
- **Type** - The type of record. This can either be 'Billing' or 'Documentation'. Note that calls marked as 'Documentation' will have billing seconds set to 0 as they are only present to document the call, not bill it. Those calls include calls between users inside the system and incoming calls if enabled through the Phontech 6200 Storage Configuration.
- **Pin** - If a PIN was used, it will be displayed in this column.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | **REPORTS** | PAYMENT | BILLING RATES | SETTINGS

REPORTS

Here we display a list of all the calls that has been made on the system sorter by the newest call first.

Show entries

Date/Time	Source	Destination	External	Duration	Billed	Cost	Type	Pin
2014-08-13 15:44:52	102	8402	402	26s	15s	0.25	Billing	1234
2014-07-15 12:02:41	107	8402	402	45s	19s	0.32	Billing	
2014-07-03 14:00:38	101	8402	402	18s	10s	0.17	Billing	
2014-06-25 13:36:54	101	8402	402	40s	26s	0.43	Billing	
2014-06-25 13:33:40	101	8402	402	12s	5s	0.08	Billing	
2014-06-25 13:31:30	101	8402	402	14s	7s	0.12	Billing	
2014-06-25 13:29:13	101	8402	402	24s	7s	0.12	Billing	1234

Previous Next

All records Billed only

EXPORT

Export the call log report for a given time period.

Previous month One month prior Custom

Start date:

End date:

Only export billed

Export PDF Export XML Export CSV

Figure 6 - Reports Page

The list will by default only show billed entries. If you want to see all the logged calls you can change this setting by clicking the 'All records' button underneath the list.

The export functions work the same way as the export described in chapter 1.3.1 and 1.3.2. Select the period you want a report for and click one of the buttons at the bottom to get the exported report in the desired format.

1.5 PAYMENT PAGE

The payment page is used to add credits to user and PIN accounts. To add to the balance of a user or a PIN, select the desired one from the two lists on this page by clicking the check boxes in the left-most column. After the user or PIN has been selected you can enter the number of credits that you want to add in the 'Amount to add' spin box at the bottom of the page. Click the 'Process' button to finish the balance update. Multiple users and pins can be updated in a single action by selecting additional users or PINs from the lists. The lists can both be navigated with the buttons and page numbers at the bottom right of each list and the selections from previous pages will remain active as a new page is viewed. The search box in the top left of each list can also be used to filter the lists.

If pre-paid billing meters are active on trunk lines the users and/or PINs in use must have a positive balance equal to that of at least 1 minute worth before they can be used to access a trunk line.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | REPORTS | PAYMENT | BILLING RATES | SETTINGS

PAYMENT

To update the balance of a user or a pin select one or more from the list and enter the amount to add at the bottom. Then press *Process* to update the account balance. Searching for a specific user or pin can be done in the upper right corner of the respective tables. To simply reset the account balance back to 0, go to the *Users / Pin* tab.

Select User:

Show entries Search:

<input type="checkbox"/>	User	Description	Balance
<input type="checkbox"/>	101	Analog 101	19.83
<input type="checkbox"/>	102	Analog 102	0.0
<input type="checkbox"/>	103	Analog 103	100.0
<input type="checkbox"/>	104	Analog 104	0.0
<input type="checkbox"/>	105	Analog 105	20.0
<input type="checkbox"/>	106	Analog 106	0.0
<input type="checkbox"/>	107	Analog 107	-0.32
<input type="checkbox"/>	108	Analog 108	0.0
<input type="checkbox"/>	109	Analog 109	10.0
<input type="checkbox"/>	110	Analog 110	0.0

Showing 1 to 10 of 38 entries Previous 2 3 4 Next

Select Pins:

Show entries Search:

<input type="checkbox"/>	Pin	Description	Balance
<input type="checkbox"/>	1234	TEST 1	90.75
<input type="checkbox"/>	5678	Test 2	20.0

Showing 1 to 2 of 2 entries Previous Next

Amount to add:

Figure 7 - Payment Page

1.6 BILLING RATES PAGE

The billing rates page is where we can configure the cost rates for numbers dialed over trunk lines. You can match explicit numbers or create patterns for matching number ranges. The currently configured billing rates can be found in the list at the top of this page. The list can be navigated with the buttons and page numbers in the bottom right corner of the list.

To remove a configured rate, select it by clicking the check box in the left-most column next to the rate you want to remove and then click the 'Delete selected' button. Multiple rates can be selected for one delete operation.

Note that any change to the configured rates will not affect already logged calls. Only new calls made after the change to the rates will be affected.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | REPORTS | PAYMENT | BILLING RATES | SETTINGS

BILLING RATES

The billing rates used when dialing out over trunk lines can be configured here. The rates match the external number called through a trunk line. Patterns can be created with the characters 'X' or '_'. An 'X' matches any number and a '_' matches any numbers after and including the the underscore.

Show 10 entries

Search:

	Extension Pattern	Credits/Min
<input type="checkbox"/>	default	1
<input type="checkbox"/>	12X_	50
<input type="checkbox"/>	4X_	100

Showing 1 to 3 of 3 entries

Previous 1 Next

Delete selected

ADD BILLING RATE:

Patterns can be created with the characters 'X' or '_'. An 'X' matches any number and a '_' matches any numbers after and including the the underscore.

Examples

- To match the numbers 100-199 the expression 1XX can be used.
- To match any numbers starting with 0047 followed by more numbers the expression 0047X_ can be used

Pattern:

Rate:

Add rate

EXPORT

Click to export all the configured rates

Export XML

Export CSV

IMPORT

Click to export all the configured rates

Import Rates

Figure 8 - Billing Rates Page

The 'default' rate will be used when no other billing rate can be matched. By default it is set to 1 credits pr. minute, but it can be changed by entering 'default' as the pattern when you add a new rate.

To add a new rate you enter the pattern you want to match in the 'Pattern' input box in the 'Add billing rate' section. You then enter the desired rate in the box below it. This rate will be the cost of a call pr. minute.

If you want to match a single number simply enter the number in the pattern field. If you want to match multiple numbers, such as a prefix or a range of numbers you have to use the pattern matching approach. Patterns can be created using the 'X' and '_' characters. Entering 'X' will match any number, while '_' will allow the previous number or match to be repeated multiple times. This may be used to match numbers of arbitrary lengths. Some examples are shown below.

Examples

- To match the numbers 100-199 the expression 1XX can be used.
- To match any numbers starting with 0047 followed by more numbers the expression 0047X_ can be used.
- To match any number that starts with a one and is at least 3 digits long you can use the pattern '1X_'.

The billing rates can be exported in XML and CSV format by clicking on one of the export buttons at the bottom of the page. Rates can also be imported from files in the same XML format as the exported XML format. The import function will only add additional or change existing rates. It will not delete any configured billing rates.

1.7 SETTINGS PAGE

In the 'Settings' page you can get an overview of the system as well as perform backup and maintenance. You can see the number of records still available for storage in the system as well as the current firmware version.

PHONTECH 6200 CALL LOGGING UNIT

HOME | USERS / PINS | REPORTS | PAYMENT | BILLING RATES | **SETTINGS**

INFORMATION

Free space shows how many records the call logging unit can hold before some needs to be deleted. Space should be freed if the indicator turns red.

Free space:

299844 / 300000 Records free

Firmware version:
ics6200_1.2.1.2 -- Thu Sep 4 11:07:03 CEST 2014

MAINTENANCE

Deleting old reports will free up space on the device.

Delete all reports before:

Delete

BACKUP AND RESTORE

The backup will contain the configured billing rates and user/pin balances. It will not contain actual billing records. Restoring a backup will delete all content and restore the records found in the backup file.

Backup Restore

A Factory reset will delete all billing and call logging related content on the device.

Factory Reset

Figure 9 - Settings Page

To free storage space, it is possible to remove older records stored in the system. This is done by specifying a date that you want to purge records from in the 'Maintenance' section. When you have picked a date and clicked the 'Delete' button it will delete all records that are older than the given date. Note that this operation is irreversible.

The backup and restore functions will export any rates, settings and balances into a file that can later be restored by the 'Restore' function. The actual call records are not stored in the file and cannot be restored later.

You can also perform a factory reset by clicking the 'Factory reset' button at the bottom of the page. This will delete all information visible in the web interface such as billing rates, balances and call records.

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