

# **PABXSoft Version 8 User Guide**

This user guide assumes the PABXSoft is already installed and collecting data from the telephone system. See installation and configuration document if this is not the case.

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## **Start up Reports**



Click the Reports icon on your Desktop

Or go to Start>All Programs>PABXSoft and click on Reports.

## **The Main Reports Screen**



From the tree menu to the left of the screen you will see four categories

- 1. Reports**
- 2. Features**
- 3. Setup**
- 4. Maintenance**

**We recommend that if you are just starting to use PABXSoft then the best place to start reading about is the Maintenance menu (Page 3 to Page 5)**

In this section you should assign names to your telephone extension numbers, create departmental groups, and if necessary adjust the call rates to fall into line with what you are paying your network provider. None of these are essential but they will make PABXSoft reports easier to understand and provide more accurate call costing.

## **Maintenance**



### **Modify Call Costs**



PABXSoft comes with a default set of costs for each type of call, but you can change these at any time. Calls already stored in our database will not be affected by changes you make, but new calls made after the change will.

A detailed description of how to edit costs is described on pages 14-16.

### **Extensions & Departments**



Open ***Extensions and Departments*** and then ***Extension Names***.

Assigning a name to an extension number makes the reports much easier to read. Double click any extension and apply a name and save. You can add new extension numbers although we do this automatically as calls are made or received by each extension. Don't worry about the other options (Default account code etc for now). *Click Save each time you make a change.*

*When finished, click 'Close' stay in Extensions and Departments and open ...*

### **Department Names**



Reporting on groups of extensions, especially if the group has non sequential extension numbers (e.g. 201, 209, 226) is much easier if you create Departments. You can create as many as you like (e.g. Sales, Service, Accounts etc) clicking 'Save' each time.

*When finished click 'Close' stay in Extensions and Departments and open...*

### **Department Members**



Select one of the Department names you created from the drop down at the top of the screen. A list of all available extensions will appear on the right. Double click each extension to add it to the Department you selected. When finished with one Department, click the drop down box to select another department and repeat until all departments you want have had their extensions assigned.

## **Account and PIN codes**



Account and PIN  
Codes

This section is for entering names and charging rates to Account codes or PIN (AUTH) codes. Account codes are typically entered before making a telephone call. They are often used by accountants or the legal profession to assign the cost of calls to clients. There is more on Account / PIN codes on page 17 of this user guide.

## **Directory**



Directory

Without entering anything at all into the Directory, PABXSoft will automatically display a name with a called number (or incoming Caller ID). The name will be the name assigned to the area code you called. (e.g. 'New York', 'London', 'Melbourne' depending on your country).

If you want to identify people you call regularly in the reports you run, then add their name and number into the directory. You should also add a cost band from the drop down list. (e.g. '1234567890' being the number and 'David Smith' being the name and 'Local' being the cost band).

## **DID/DDI**



DDI / Indial

DID/DDI numbers (also known as DNIS or Indial numbers) are the numbers that your callers ring to reach you directly at your desk. Some telephone systems (but not all) report on these numbers and this section in PABXSoft allows you to assign a name to each DID/DDI number.

## **Database Archive and Restore**



Database  
Archive and  
Restore



Archive



Restore

Once the database physical size reaches one gigabyte (approx 2 million calls) it is rendered useless and should you let it grow that large you would have to replace it (losing all your settings, call records etc) with a new empty database and start all over again. It is therefore very important that you regularly reduce the size of the database by archiving out old call data. The good news is that archiving is easy, and you never lose the calls as they are backed up and placed in a replacement compressed database ready to be restored should you ever need them again. There is more on how and when to Archive on page 21.

## User Preferences



User Preferences

### ***There are five options in User Preferences.***

You don't necessarily need to change any other options in this section but this is what they do...

#### **Report Display.**

Fix the default zoom size of the report on the screen when you preview it.

#### **Database.**

Alter the database size limit that triggers an alert to remind you to archive.

(Also see Database Archiving on page 21).

#### **Working Hours.**

The Extension Summary and Line Summary Reports have an option to calculate the percentage of day spent on the phone based on standard working hours (e.g 9 to 5). You can change the default working hours here.

#### **Number Masking.**

Some countries (e.g. France) have a legal requirement that the last few digits of a called number are replaced on printed reports by XXX's. This is for privacy reasons. If you want to do the same then this is where you can specify how many digits (default = 0) at the end of the number are replaced with an X.

#### **Language.**

PABXSoft is fully translated into English, French, Spanish German, Swedish.

## Passwords



Passwords

If you want to restrict other people from accessing reports or the Setup/Maintenance menu then assign passwords here. The default password is **letmein**

If you forget your password and need it reset please contact [support@pabxsoft.com](mailto:support@pabxsoft.com).

## **The Setup Menu**



**As your software has already been installed and is working, there should really not be a need to go into the Setup menu. A full description of the Setup menu is described in the Installation document.**

However here is a very brief overview of the items in Setup.

### **Registration**



If you have been using the 14 day trial or Demonstration or are upgrading from a Basic to Advanced, or Advanced to Premium versions of our software and are registering a purchased license then go into this section, browse to your license key (a file in your company name with a .lic file extension) and then click Continue.

### **Site**



This section is used to set up the connection method to the telephone system, to choose or change the telephone system model, and to assign the tax rate included in the cost of calls. The Call Collector must be terminated before you can enter this section.

### **Modify Area Codes**



PABXSoft contains a comprehensive list of telephone area codes for each country. Each area code is assigned to a costing band. You should not have to adjust anything.

### **Trunk Data**



Each of the lines connected from your network provider (Trunks) can be assigned as ISDN (digital), PSTN (analogue), VOIP (Voice over Internet) or Meter Pulse/Advice of Charge (where the network calculates the call cost and sends the information to the telephone system). Your installer should have configured this for you. Normally nothing is required.

## **LCR Carrier table**



LCR Carrier Table

In some instances the telephone system may be setup to output additional digits in front of the called number to access an alternative network provider. If PABXSoft receives these digits it will not be able to correctly identify the true number dialed. This section is used to strip off the additional digits.

## **Database Location**



Database  
Location

The PABXSoft main database is located by default at C:\Program Files\PABXSoft\Call Collector\Data and this is where we strongly recommend it stays. If it has to be moved then the Database Location option is used to browse to the new location.

## **Printer**



Printer

PABXSoft uses whatever printer is assigned as the PC default printer. Select this option to quickly change the default printer without the need to go into Control Panel>Printers.

## Reports



The number of reports available to you will depend on the type of license you have purchased (Basic, or Advanced/Premium) and also to an extent, the type of telephone system you use.

A Basic license only provides access to five reports in PABXSoft so if you have a Basic license many of the Reports described in the following section will not be relevant to you. (You can of course upgrade your license to Advanced if you want more reporting options).

We can only report on the data we get from the telephone system, so if your particular phone system does not provide certain information (typically DDI/DID numbers, occasionally Incoming Ring Times or Abandoned call information) then these reports are not going to provide any information.

Sometimes there is no solution for this, other times it is a matter of getting things 'switched on' within the telephone system programming. Feel free to contact us ([support@pabxsoft.com](mailto:support@pabxsoft.com)) if you want some assistance or advice.

## **Reports Menu**

Reports are divided into four categories. Each report in each category has been designed to provide a specific type of information. We can not presume to know exactly what it is you want to achieve from the reports for your business, so it is normally a good idea to let a few hours of data be collected after initially installing the software and then going through the reports to find the ones that suit you best.

However some suggestions are offered at the end of this section (Which Report?)

**Line** (Predominantly concerned with the lines connected from your network provider, although there are three other reports (Re-Cost, Cost Comparison and Call Log in this section that are not directly relevant to line use.)



**Outgoing** (Outgoing calls)



**Incoming** (Incoming calls)



**Summary** (Overview/management summary style reports)



## Configuring a Report

Each report has a 'filter selection window' which appears when you click on the report name. Below is an example (Extensions Report from the Outgoing menu).

From Date	From Time	From Extension	Duration Less Than	Cost
7/07/2007	00:00:00	201	00:00:00	0.00
To Date	To Time	To Extension	Greater Than	
7/07/2007	00:00:00	245	00:00:00	

- Include Incoming Calls
- Summary of Local Calls
- Include Transfers
- Show Account Codes
- Suppress Graph
- New Page on Ext. Change
- From/To Time as Continuous Time Period
- Include Line Rental

In this example we are reporting on a single date (7<sup>th</sup> July 2007) but the date range can be expanded as required. We have selected to report only on calls made by Extensions 201 through 245.

We have checked 'Include Incoming calls' but left the Time, Duration and Cost fields at zero. This will mean that ALL calls for the date are included. By adjusting time, duration or cost you can exclude calls you do not want to appear (e.g. calls made before 9am, or calls with a duration less than 2 minutes, or calls with a cost less than 10 cents).

At the top of the screen are four or five icons (hover the mouse over them to confirm the function):



### Preview

Brings the report to view on screen, where it can then be printed or exported



### Print

Sent straight to the Printer

### Schedule



Automatically create the report and send to printer, email or file at a designated future time or frequency -every day, week, month

## Preferences



Setup the report parameters how you would normally want them and then save them so they come up that way next time you open the report.

(Note: The Preferences icon is not available for all reports)

## Help



Connects to a page on the PABXSoft web site for detailed Help about the report.

## Running a Report

Click the Preview icon and the report will be created on your screen.

The tool bar at the top of the report provides additional options:



### Print



### Export



### Refresh



### TreeView



### Zoom



### Find



### Print

-

**Prints the Report**

### Export

-

**Exports report to a file (e.g. Excel) or email**

### Refresh

-

**Refreshes the screen**

### TreeView

-

**Turns on or off the left hand window**

### Zoom

-

**Page size displayed on screen**

### Find

-

**Find specific data within report**

## **Which Report?**

### **Detailed reports on all calls made or received**

If you want to see a comprehensive list of every call made by extensions then the best reports are the **Extension** and **Department** reports in the Outgoing menu.

### **Summary of calls made and received**

If you don't want all the detail, and prefer just to know the number of outgoing calls made, received, average call duration etc then try the **Extension Summary** report in the Summary menu or **Department Summary** in the Outgoing menu.

### **Find who called a specific number (or part of a number)**

If a call appears on your phone account and you want to find you made the call then try the **Number Search** report in the Outgoing menu. You can enter the entire number or just the first few digits.

### **Identify how long calls are ringing before they are answered or lost**

The **Ring Time** (Detailed) or **Ring Time Summary** reports in the incoming menu. The **Abandoned Calls** report in the Incoming menu reports on calls that have not been answered.

### **Do you have enough telephone lines?**

The **Line Summary** report shows how busy each of your lines are, and the **All Lines Busy** report shows if there are any moments in the day when all lines were in use.

### **Costs were not entered correctly originally and you want to re-run a report with new costs.**

Enter the new rates into Table 2 of Maintenance> Modify Call Costs>Local and Long Distance and then run the **Re-Cost** report from the Line Menu.

### **Compare costs between what you are paying with what another provider is offering.**

Enter the new rates into Table 2 of Maintenance> Modify Call Costs>Local and Long Distance and then run the **Cost Comparison** report from the Line Menu.

### **Identify where calls are made by call type (Local, Long Distance, International etc)**

The **Destination Summary** report in the Outgoing menu.

### **Calls made using Account codes**

Account codes are entered in the telephone before or during a call to assign a unique identifying flag to the call. There are several reports in PABXSoft that provide reports on Account code calls. The main one is the **Account Codes** report in the Summary menu, but there is also reporting on account codes in the **Extension** report (Outgoing), **Department** report (Outgoing), and **Destination Summary** report (Outgoing).

### **Management overview**

The **Monthly Summary** (Summary menu) and **Half Hour Summary** (Summary menu) provide a good overview of all activity in a simple to understand format.

## **Features**



Depending on your version of PABXSoft (Basic, Advanced, Premium) you will see some or all of these features.

### **Traffic**



Traffic provides a real-time view of activity within any Department group you have created. As soon as a call is completed the traffic screen will update. Ideal for Sales Managers in particular.

### **Schedule**



Every report in PABXSoft can be scheduled to run automatically at a given time each day, week or month. The scheduled reports can be set to go directly to a printer, to a file or be emailed.

You can delete existing scheduled reports, and configure email settings (SMTP) in this section.

### **Multi-Site**



This is a feature of a 'Premium' level license, providing reporting facilities to an unlimited number of remote locations (other offices)

### **Hospitality**



Also a 'Premium' license feature, this is used for Hotel/Motel situations to check in and out guests and produce a telephone account for calls made by each guest during their stay.

### **Activity Alert**



Also a 'Premium' license feature, this works in conjunction with the settings in Maintenance>Extensions and Departments>Extension Names and with Directory (Maintenance menu). Calls made to 'watched' numbers, or of a certain duration

or cost trigger an email alert. This report shows details of all historical alerts that have occurred.

## **Changing Call Costs**

### **Local and Long Distance** (Maintenance>Modify Call Costs)

A list of costing bands is shown to the right of the screen. Double click on one of the bands to edit it.

***An easy way to change costs is then to click on the Wizard button at the bottom of the screen and simply answer the questions.***

However, described on the next pages is how to do it manually and what each section means.

There are three tabs: General, Table 1 and Table 2

### **The General Tab**

Are calls timed?

Are costs rounded up to the next ?

Are you entering rates inclusive of Tax ?

Include in billing table caps?

Use Peak/Off Peak

Peak Rate Start 07:00:00

Peak Rate Finish 18:59:59

If "Are calls timed?" is ticked then call charges will be calculated based on the call duration. If not ticked then a flat charge is applied irrespective of call duration.

**"Are costs rounded up to the next?"** should always be ticked and simply ensures calls are rounded up to the nearest cent (or pence)

**"Are you entering rates inclusive of tax?"** should be ticked and you should enter the rates including the appropriate sales tax. If the box is not ticked PABXSoft will automatically apply the rate of tax assigned in Setup>Site.

**"Include in billing table caps?"** PABXSoft provides a facility to cater for carriers who provide monthly call packaging offers. (For instance the first \$200 is free in a month). You can either ignore this altogether, or if appropriate include or exclude each type of call from being included in the call package.

### **"Use Peak/Off Peak"**

If there are cheaper rates provided for off peak calls and your office is open for business at these times then specify the off peak time. Generally for businesses this is irrelevant and the box should not be ticked as it reduces the amount of entries you need to make in Table 1 and Table 2.

## **Table 1**

Almost all Reports in PABXSoft reference the rates in Table 1. Table 2 is only used for the Re-cost report, Cost Comparison report and for the Hospitality check-out report (you need a Premium level license to access Hospitality).

### **How to enter the correct value**

The entries are always in the **lowest** available unit of currency for your country.

So if you are in Australia, USA, Canada, or any country that has dollars and cents then your entries should be in cents not dollars. For example if you want to charge a connection fee of ten cents then enter a 10 not 0.10.

If you are in the UK then enter the value in pence not pounds.

### **The simplest way to describe how to enter rates is to give an example:**

In our example (let us say in the USA), we want to apply a rate of 20 cents per minute.

There is also a 12 cent connection charge. In addition although the rate is 20 cents per minute, we want it to be calculated based on 1 second increments. (In other words, if the call goes for 1 minute and 3 seconds we want it to be costed based on 63 seconds duration, not rounded up to 2 minutes).

To add a further complication let us say that there is a minimum charge of 30 cents.

### **Connection Charge**

If the call charge should be a flat rate, where the duration of the call makes no difference to the cost, then enter the rate here (and make sure "Are calls timed?" is not ticked on the General tab). In this instance you don't need to do anything else.

In our example we would enter 12 (not 0.12)

### **Minimum Charge**

If there is a minimum charge for a call enter it here. In our example we enter 30 cents.

### **Peak**

#### **For the first xxxx seconds**

This is where you specify whether calls are costed based on 1 second, 30 seconds 60 seconds or any other time interval. It is quite common for a network provider to specify a rate (e.g. 20 cents per minute) but in reality charge it in 1 second increments.

In our example we would enter a 1

### **Rate**

Enter the rate for the First xxx seconds.

In our example we would have to get the calculator out and divide the cost per minute (20) by 60 to get the per second rate and then enter the result = 0.333

#### **For the remaining xxx seconds**

In our example we would enter a 1 again (in other words, For the first 1 second we charge 0.333 of a cent and then for each remaining 1 second we charge 0.333)

### **Rate**

In our example we would enter 0.333

And that is it. If there was a different rate to be entered for Off Peak times then follow the same principle.

However, as we said at the top of this section, ***it is often easiest to use the Wizard button as it does all the calculations for you.***

## **Table 2**

The rates in Table 2 are used for costing the Hospitality guest Check-out report and for the Re-Cost and Cost Comparison reports in the Line Menu.

They are entered in the same way as described above and the Wizard function can be used.

### **Hospitality Guest Check-Out**

If you have a Premium level license and are using the Hospitality function (in Features) then Table 2 is where you should enter the rates you wish to bill your customers for their calls. In most cases the simplest thing to do is to run the Wizard on each of the call rates and at the end of the Wizard questions apply the rates to Table 1 and Table 2.

If you want to use PABXSoft to calculate your profit on calls then enter the rates you pay your network provider into Table 1 and the rates you wish to charge your guests into Table 2. (Again you can use the Wizard to do this but you have to run it twice, once for Table 1 and then again for Table 2). To run a profit report, go to the Line Menu of Reports and run the Cost Comparison Report. This will show you the profit you made on each call.

A separate document is available to show how to set up and use the Hospitality function.

### **Cost Comparison Report (Line Menu)**

This report compares the cost of calls based on what is already costed and stored in the database calculated on Table 1 rates to the rates currently entered into Table 2.

A Hotel or Serviced Office might use it as a profit report. Another application would be for a business to enter in the rates being offered by a different network provider into Table 2. By running the Cost Comparison report on historical data it would be easy to see whether switching to the alternative network provider would cut call costs or not.

### **Re-Cost Report (Line Menu)**

This report re-calculates the cost of calls already stored in the database based on the rates currently entered into Table 2. The most common use for this report is where a mistake has been made in the past in entering the correct call costs into Table 1 and there is a need to re-produce a report with the correct costing.

To do this, select each cost band in Modify Call Rates>Local and Long Distance and run the Wizard. Set the rates to the correct value and then apply them to both Table 1 and 2.

This will fix up the incorrect rates for Table 1 but also enter the same rates into Table 2 so that the Re-Cost report can be run.

## **Account Codes**

Account codes are typically (but not exclusively) used by the legal and accounting professions to bill their clients for time spent on the phone. The telephone system must first be setup to allow account codes to be entered, and in most cases account codes can be entered before, during or just after a call. In some cases the telephone system can be setup for what is called 'Forced Account Codes' which prohibit someone from making any outgoing calls until they first enter a valid account code.

Once the telephone system is setup correctly, PABXSoft receives the account code number in the amongst the other data we collect from the telephone system. We store the account code number in the database and provide a number of reports and additional features to make best use of these account codes.

## **Assigning a name to an account code**

The account code report (Summary menu) can show the account code number, an associated name, or just the name only. To enter a name go to Reports>Maintenance>Account and PIN codes>Account Codes and you will see the screen below:

Code	Name	Fee per minute
123456789012	John Smith	5.000

Enter the account code (123456789012 in this example) a name (e.g. John Smith). The Fee per minute entry is optional, but allows you to not only charge for the call but also add in a charge for your time. The Fee rate is the same no matter which extension uses the account code, unless over-ruled (see next section).

## **Differential fee per minute rates based on staff member**

It is not unusual for there to be a different charge for time based on the seniority or experience of the staff member. A senior partner may want their time charged at a higher rate per minute than a junior. This is catered for in the section where you apply names to extensions (Maintenance>Extensions & Departments>Extension names).

If an Account Code is used and the extension that makes the call has a higher fee per minute than the one entered in the Account Code screen (see previous section) then the higher fee will be shown.

## **Call Collector**

There are two versions of Call Collector in PABXSoft. We recommend that you use the Windows Service version if there is any likelihood that people will log on or off the computer running Call Collector.

The purpose of both Call Collectors is exactly the same. They collect data sent from the telephone system, process it and store the call records in a database so that reports can be run on the data.

If the Call Collector is not running then data from the telephone system is being sent out without anything to capture it, and so the data is lost forever. The Call Collector can run on a Server or PC. You can run Reports from different PCs.

This user guide assumes that the Call Collector has already been set up and is working but you should be aware of it's importance. If there is no data showing in reports for certain day or days the reason will invariably be traced back to the Call Collector. Running the Call collector as a Windows Service eliminates most of the risk of lost data as it runs irrespective of user log in status.

### **The Call Collector (non Windows Service version)**

This is started from Start>Programs>PABXSoft>Call Collector. If it has been started previously then a telephone handset icon is displayed in the system tray (bottom right corner of the screen). Right click the icon to bring up the full screen.

There are some additional functions in this version of call Collector that are not available with the Windows Service version, namely an Import Function for importing text files, a Calculator function to check that call rates have been setup correctly. With three telephone systems (IPOffice, Alchemy, Altigen) there is also a 'Browse' function visible that provides the facility to locate the telephone system data file.

The Call Collector can be minimised by clicking the red cross in the top right corner (not a Windows convention we know but we don't want people to inadvertently shut it down when they mean only to close the window).

As soon as a call is completed the record will appear in the Call Collector. The screen shows the last 1,000 calls processed. If the Call Collector is terminated and then re-started the screen will be blank until new calls are received. This does not mean that by terminating the Call Collector, existing displayed calls have been lost, they are stored already in the database.

The title bar of the Call Collector shows the Version number (e.g. 8.0.5.7), country code (e.g.(UK)), the type of telephone system (e.g. TDA200), the connection method (e.g. Com 1 9600), and the name of who the software is registered to. This is important information we will ask for should you ever contact us for technical support.

### **Creating a shortcut to the Call Collector in the PC start up folder**

As we recommend that people use the Windows Service version of Call Collector we do not automatically add a shortcut to the Call Collector in the PC start up folder. This means that if the PC is re-booted and you are running this version of Call Collector you will have to remember to start the Call Collector up yourself. However, if you wish to add a shortcut and are not going to use the Windows Service version then this is how you do it.

Open My Computer and browse to C:\Program Files\PABXsoft\Call Collector and right click on the Call Collector.exe file and select 'Create Shortcut'. Then right click on the newly created shortcut and select CUT. Then close down My Computer and right click on the START button and select Explore. Start Menu will be highlighted in blue. Click on Programs under start Menu, and then in the right hand pane of the window double click the STARTUP folder. Right click in the right hand pane and select PASTE.

### **Call Collector Windows Service**

We recommend that the Windows service version of Call Collector is used. As with the other version of Call Collector you can not start it if other PABXSoft programs (e.g. Reports) are already running.

Click on Start>All Programs>PABXSoft>Call Collector-Windows Service. If the INSTALL and START buttons are greyed out then it is already running. Click on SHOW to view current Call activity.

If INSTALL is available then click on that. Wait a few seconds and then click on START and then wait a few more seconds and click on SHOW.

You will notice that there is no telephone handset icon visible in the system tray (bottom right corner of the PC screen). Windows Vista rules prohibit us from interacting the service with the desktop.

If you have clicked on SHOW you will firstly see the last 100 records that are already stored in the database and then any new records will appear after that at the top of the screen.

When you click on SHOW what you are doing is launching a totally separate application called CC Service Display.exe, which is located at C:\Program Files\PABXsoft\Call Collector Service. If you wish, you can have a shortcut to this application on your desktop or indeed on any other PC running PABXSoft reports. This allows you rapidly to check whether the Call Collector Windows Service is running from any location, particularly useful if Call Collector Service is running on a hard to get to server.

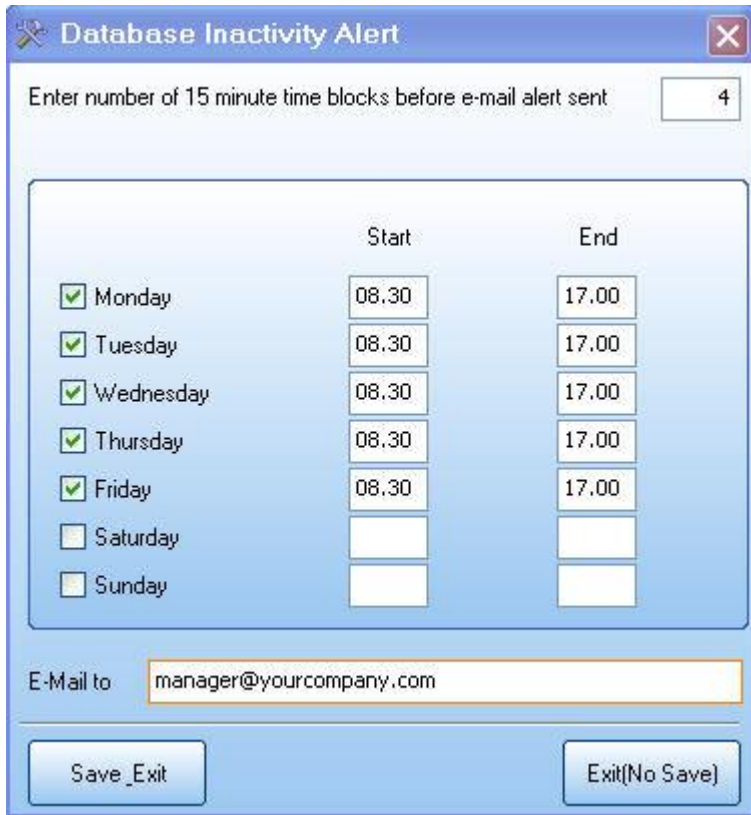
There is no import, browse or calculator function available in the Windows service version of Call Collector, due to the same prohibition of Windows Vista for services interacting with the Desktop. If you need these functions, STOP the service and start up the other Call Collector to use the functions and when finished, terminate the call Collector and re-start the service.

### **Registry and INI files**

PABXSoft creates and continuously uses a registry entry (Hkey\_Current\_User/Software/VB and VBA Program Settings/PABX). When the Call Collector is running as a service it can not use the registry so we use an INI file. If you need to check or modify the PABX.INI file it is located in the Call Collector Service folder in C:\Program Files\PABXSoft. (Warning! Do not attempt to change registry or INI settings unless either instructed to by PABXSoft or you REALLY know what you are doing).

## Watchdog

PABXSoft includes a utility called Watchdog which is designed to monitor the database and make sure that it is continuously collecting data. If you use the Watchdog you can specify the days of the week and the times of day that it should operate (you would not want for instance to have it sending alerts on a Sunday night if you close your doors at 5pm on Friday).



The screenshot shows a window titled "Database Inactivity Alert" with a close button in the top right corner. At the top, there is a label "Enter number of 15 minute time blocks before e-mail alert sent" and a text box containing the number "4". Below this is a table with columns for "Start" and "End" times, and rows for each day of the week. The days Monday through Friday are checked, and their start and end times are set to 08.30 and 17.00 respectively. Saturday and Sunday are unchecked and have empty time boxes. At the bottom, there is a label "E-Mail to" and a text box containing "manager@yourcompany.com". Two buttons are at the bottom: "Save\_Exit" and "Exit(No Save)".

	Start	End
<input checked="" type="checkbox"/> Monday	08.30	17.00
<input checked="" type="checkbox"/> Tuesday	08.30	17.00
<input checked="" type="checkbox"/> Wednesday	08.30	17.00
<input checked="" type="checkbox"/> Thursday	08.30	17.00
<input checked="" type="checkbox"/> Friday	08.30	17.00
<input type="checkbox"/> Saturday		
<input type="checkbox"/> Sunday		

The Watchdog can be run from any computer that has PABXSoft installed. It does not have to run on the computer running the Call Collector.

In the top right of the Setup screen you will see a number (in this case '4'). This number relates to the number of 15 minute time periods that the Watchdog will wait before an alert is sent. A value of 4 means one hour. We recommend that to avoid unnecessary alerts due to quiet times of day where there may naturally be no call activity that you do not set the alert to less than 4.

## **Database archiving**

Regularly archiving the database will increase the speed that reports are produced and reduce the risk of database corruption. If the database is allowed to grow to 1 gigabyte then it will fail and can not be repaired. In this case the only option may be to download an empty new database from the PABXSoft web site.

### **Backing up your database**

All call data, extension names, account codes, departments, call rates, directory entries and more are stored in the pabxcalls.mdb database located at C:\Program Files\PABXSoft\Call Collector\Data on the computer running the Call Collector.

It is a good idea to take a backup copy of your database on a regular basis as you would with any other important company data. Should your database be corrupted then you can simply copy back the last working backup of your database.

### **Running the Archive program**

Ensure that ALL PABXSoft programs are shut down so nothing else can be connected to the database. Browse to C:\Program Files\PABXSoft\Call Collector\Data and take a backup copy of your pabxcalls.mdb database. (A security measure in case something goes wrong with the archive).

**Archive Data**

**Archive call records for the date range specified below**

From: 01/06/2007

To: 30/06/2007

**Set the location for the archived data**

Archive Location: C:\Program Files\PABXSoft\Archives\June 2007.mdb

Disk Space Available: 13GB

**Archive Summary**

Original Database Size	1MB
Disk Space Available	13GB
Current Database Size	
Number of Archived Records	

Archive      Quit

Then browse to C:\Program Files\PABXSoft\Reports and double click on Archive.exe This screen below will appear.

Enter the date range for calls you want removed from the database. (If in the USA/Canada you will see the date format in MM/DD/YYYY format)

Then click this button and select a location to save the archive to and a suitable name that identifies the archive to you so that you can restore it if you need to in the future.

Then click on the Archive button and WAIT. It may take five minutes it may take an hour (it depends on the database size and the computer speed).

If it is going to fail it will typically do that almost straight away, if it seems to be just hanging...leave it.

### **Latest Upgrades**

PABXSoft undergoes almost daily changes. Most of the time these changes are minor and may not have any relevance to your own installation but we do recommend that you periodically go to our web site and download and run the Latest Upgrades. This is free.

Before running the upgrades first make sure you know what version you are running so that you download the correct upgrade. The version of Reports is the most important. To check your version open Reports>Help>About.

Before you can run the upgrade file you must close down all PABXSoft programs.

To upgrade go to [www.pabxsoft.com](http://www.pabxsoft.com) and click the Downloads link, then Latest Upgrades.