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Installation of PABXSoft with the Alcatel PCX via IP

You need to install and run the Alcatel OLD (also known as OHL) driver. We tested with OLD-driver_2-0-6 but we believe there is a more up to date version available now.

You will also need the latest Version 8 installer from PABXSoft
http://www.pabxsoft.com/Downloads/Version%208/PABXSoft_Installer.exe

Tick External metering via IP. (You may need to purchase a license for this from Alcatel)
Leave Node empty
Tick Print 'No answered calls'

If you are installing for Hotel use, do not select Hotel tickets, just use the normal output.

PABXSoft does NOT connect to the PCX via an IP address.
The PCX outputs 'TicketCollector.xml' file and we read this file.

Install PABXSoft and copy your license file to the PABXsoft folder in Program Files when prompted.
Select an unused Com port (serial port) for connection (we don't use serial, or IP but it can create problems if you select an IP address within PABXSoft)

The telephone system model in PABXSoft is called Alcatel PCX-IP

If you can not see this option in Reports>Setup>Site, select any other telephone system (e.g. Alcatel PCX) and save, exit Reports and start Call Collector for a few seconds. Then terminate call Collector and re-open Reports>Setup>Site and click Edit. Now select Alcatel PCX-IP and click Save.

Close Site and re-open it and you should now see a button called 'PCX Ticket Collector file' Click on it and browse to the file and select it (the TicketCollector.xml file is only created once real telephone calls are made on the phone system). Exit Reports.

Start Call Collector or Call Collector Windows service.

Note: If the existing TicketCollector.xml file contains significant amounts of data already, it will take a considerable amount of time for PABXSoft to process all the existing call records before being available for new call records. It may appear to be hanging.

How we work with PCX TicketCollector.xml file.

If you are running the Call Collector as an application we create a registry entry at Hkey_Current_User>Software>VB and VBA Program Settings>PABX>OmniPCXOffice called Last_Node.

When we read the TicketCollector.xml file we note down the last line number of data in the file. Two seconds later we open the XML file, refer to our registry value of the last line we got to, and then process any new call records (Tickets) that have appeared in the file since we last looked. We then repeat the process ad infinitum.

The Call Collector Windows Service works much the same way except that instead of the registry we use PABX.ini file in C:\Program Files\PABXsoft\Call Collector Service folder.