

Revision History

Date	Revision	Description	Author	Information
07/06/2018	1.0	Initial Draft	Tyrone Nason	Initial Document Draft
27/10/2018	1.1	Correction	Tyrone Nason	Added Permission Configuration Step
29/10/2018	1.2	Correction	Tyrone Nason	Adjusted UC80 Output File Name (Pg20)
10/09/2019	1.3	Update	Tyrone nason	Updated Doc and removed CoreFTP Setup

Getting Started Guide

eCost Telephone Management & UC20 - UC80 iServ by Epygi



Overview:

This document describes the steps required to successfully install the **"eCost"** telephone management software application onto a windows workstation and setup the iServ Epygi Pbx System.

3rd part software is required: Core FTP Server

Step 1: Configure Epygi IP Pbx system

Step 2: Install and configure CoreFTP Server

Step 3: Install and configure eCost TMS

STEP 1: Configure iServ UC20/UC80 by Epygi IP PBX

You need to login and authenticate using the administrator username & password by connecting onto the IP address for the Epygi PBX system.

Follow the following setup requirements,

• Basic Setup -> Date and Time

Make sure that the date and time are correct. Adjust the date and time according.

¥i\$	Serv by Epygl						Tue, 19-Jun-2018 (07:16 CDT
	UC80	Overview	Basic Setup	System Security	Licensed Fe	eatures Redundancy	Language Pack	
-	Dashboard	System (LAN)	Internet (WAN)	Date and Time	E-mail (SMTP)	Short Text Messaging (SMS)	0	
	Setup Extensions Interfaces Telephony Firewall Network	Date / T Date/Time:	2018-06-19 07	ngs 7:16	8			
4	Maintenance	+ Add / E	dit 🖻 Delete 🖣 nygi.com	Move up	ve down Q erver			

• Status -> Call History -> Archiving Settings

- (a) **Enable** Call History Archiving
- (b) Select file format "Comma Separated Values (.csv)"
- (c) Archiving mode: By Time Interval 10 Minutes
- (d) Archiving Storage Settings Mode: Send and Delete from Archive

	Dashboard	Successful Calls	Missed Calls	Unsuccessful Outgoing Calls	Call Cost	Settings	Archive	Archiving Settings
Ф	Setup			hiving Sottingo				
	Extensions		ny - Alc	mining Settings				
÷.	Interfaces							
C	Telephony	Percentage of To	atal Memory all	ocated for Archive: 10 🗸 %				
0	Firewall	Enable Cill H	istony Archiving					
0	Network		Istory Archiving	1				
.lıl	Status	File Format:	omma Separate	ed Values (.csv) 🗸				
an C	Maintenance		onnine ocparati					
		Archiving N	lode					
		O Archive by R	ecord Count	50 🗸				
		 Archive by T 	ime Interval	10 minutes 🗸				
		Archiving S	Storage Se	ettings				
		Archiving Stora	ge Mode: Send	and delete from archive 🗸				

- (e) Send to Server
 - Server name: IP Address of where CoreFTP and eCost software are installed
 - Server port: 2101
- (f) Send Method
 - FTP Username: ecostsmdr
 - FTP Password: ecostcore

Send via E-mail	E-mail Address:			
Send to Server	Server Name:	19	2.168.1.49	
	Server Port:	210	01	
	Path on Server:			
	Send Method:	0	TFTP	
		۲	FTP	
			Use SFT	P
			Username:	ecostsmdr
			Password:	•••••

STEP 2: eCost Software installation Process

Installation of the **eCost** Software can be easily accomplished in just a few minutes (often less than 5 minutes).

CD-ROM Installation:

If the eCost solution is being installed from a cd-rom or similar, insert the eCost installation CD into your host system and locate the "eCost Setup.exe installation file.



eCost Setup.exe

Once you have started the installation process, you will see a series of setup screens. We recommend that you review each screen and make the appropriate selections to complete or abort the successful installation of eCost Software Application.

Where possible, select default options as this simplifies the eCost setup configuration.

eCost Installation Y2010.05	5-1 - X
	Welcome to the eCost Setup Wizard
	This wizard will guide you through the installation of eCost TMS software package with features that include,
X	-> Customer Database -> PBX System Information -> Job Overviews -> Job Reports -> True Client/Server -> SQL2003 Compliant Database It is recommended that you close all other applications
eDev	before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click next to continue.
	Next > Cancel

Click ` NEXT > ' to begin the setup process. Click ` Cancel ' to abort the installation process from any screen

eCost Installatio	on Y2010.05-1 License Agree Please review	ment the license terms before inst	talling eCost.	X
Press Page Down	to see the rest of the agre	ement.		
eDev Systems co	c. License Agreement and lir	nited Warranty		*
This legal docum ("Company") for software, any a ("Software"). By become bound b limited warranty prevent the inst	ent is an agreement betwee the software accompanying ssociated media, printed ma running the installation pro by the terms of this agreeme . If you do not agree to the allation from continuing.	en you (a single entity) and i g this agreement, which inclu terials and electronic docum gram for the software you a ent, which includes the softw terms of this agreement, ch	E Dev Systems udes computer lentation are agreeing to vare license and hoose "Cancel" to	-
If you accept the agreement to ins	terms of the agreement, s tall eCost. Click Next to con	elect the first option below. tinue.	You must accept t	he
Accept				
O Decline Nullsoft Install System	em v2 22			
rivalisore triscali syste	411 YERE	< <u>B</u> ack Next	> Cance	el
		< <u>B</u> ack <u>N</u> ext	> Cance	el

• "Accept" or "Decline the License Agreement



- Select the components to install:
 - (a) eCost Software Files
 - (b) Shortcuts (Short Cuts and Start-up Short Cut)

eCost Installation Y20	18.06-1	
E	Choose Install Location	
	Choose the folder in which to install eCo	ost.
Setup will install eCost ir select another folder. C	the following folder. To install in a different ick Next to continue.	folder, click Browse and
Destination Folder		
c:\eCost		Browse
Space required: 44.8MB		
Space available: 38.9GB		
Nullsoft Install System v2.2	2	
	< <u>B</u> ack	ext > Cancel

• Choose the installation location where eCost must be installed

6	Choose Sta Choose a S	art Menu Folder tart Menu folder for	the eCost shortcuts	5.
Select the Start Menu fol	der in which vou	would like to create	the program's shor	tcuts. You
can also enter a name to	create a new fo	lder.		
eCost				<i>.</i>
Accessories				
Administrative Tools				Â
Alcatel				=
BELL PRO				
Borland Delphi 7				
CMSS				
CTI_phone				
EA Games				
eCost				
EMS				-
ESEI				
Do not create shortcu	its			
soft Install System v2.22				

• Choose Start Menu Folder Description and press Install to begin the installation

eCost Installation Y2010	.05-1	
	Installing Please wait while eCost is being installed	d
Create folder: C:\Users\ad	dmin \AppData \Roaming \Microsoft \Windows	\Start Menu \Programs \e(
Nullsoft Install System v2.22	< <u>B</u> ack Ne	ext > Cancel

• eCost software installation will start and the progress will be shown



• Once the installation has been completed, visit the web for product New, Tips and FAQ's

STEP 2.1: eCost DX10 Dongle Setup & eCost Software Configuration

The eCost Telephone Management software is accompanied by a DX10 Dongle hardware license.

DX10 Dongle

The D10 Dongle is used to authenticate the eCost software and required as part of the overall solution. The driver installation process of the D10 Dongle is described below.

Driver installation Procedure

(1) Insert the hardware - DX10 Dongle into an available USB port on the customers PC.

Once you install the hardware, depending on the windows operating systems being used, an installing drive detection window will appear in the bottom right corner.



Open the device manager from the control panel

A Device Manager
Eile Action View Help
🔺 🚔 Edev-Mobile
> 20 Batteries
⊳-8 Bluetooth Radios
▶-1. Computer
P Disk drives
Display adapters
▷ 📲 DVD/CD-ROM drives
> Um Human Interface Devices
▷ IDE ATA/ATAPI controllers
> Traging devices
>
>-8 Mice and other pointing devices
Notice Marine
Natural advanter
Debra degrees
Jone devices Jone devices
Processors
Sound video and game controllers
>.4 System devices
>- Universal Serial Box controllers

You will notice, under **"Other Devices"**, USB Serial Port. Right click on the 'USB Serial Port', select properties. The "USB port properties window is displayed. Select Driver Tab page

USB Serial Port Properties	X
General Driver Details	
USB Serial Port	(COM47)
Driver Provider:	FTDI
Driver Date:	2011/03/18
Driver Version:	2.8.14.0
Digital Signer:	Microsoft Windows Hardware Compatibility Publisher
Driver Details	To view details about the driver files.
Update Driver	To update the driver software for this device.
Roll Back Driver	If the device fails after updating the driver, roll back to the previously installed driver.
<u>D</u> isable	Disables the selected device.
<u>U</u> ninstall	To uninstall the driver (Advanced).
	OK Cancel

Press the "Update Driver" button

You will be show a "Update Driver Software" window. This window allow you to load the particular driver for the DX10 Dongles.

\bigcirc	<u>0</u> U	pdate Driver Software - USB Serial Port (COM47)	
	How	do you want to search for driver software?	
	•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
	•	B <u>r</u> owse my computer for driver software Locate and install driver software manually.	
			Cancel

Select the "Browse my computer for driver software" button. At this stage of the driver installation, it is important to select the correct path for the correct equipment being installed.

DX10 Dongle Driver Folder

When installing the windows driver for the DX10, you must select the **DX10 Driver** folder.

C	Update Driver Software - USB Serial Port (COM47)
	Browse for driver software on your computer
	Search for driver software in this location:
	C:\Program Files\eCost\DX10 Driver
	 Include subfolders Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
	<u>N</u> ext Cancel

Once the driver has been installed, you will be presented a window that tells you that the driver has been successfully installed.



You will see that under the "Ports (COM & LPT)", there is new hardware installed. The USB Serial Port (when DX10 dongle is installed). You will also see the com port that has been assigned to the device.

STEP 2.2: eCost Configuration & Setup

Opening **eCost** from the windows start button (windows 7) is shown below. eCost will installed under the "eCost" folder. You will now notice an eCost icon. A desktop icon is also placed onto the desktop.



Start eCost Software by expanding All Programs and under "eCost" folder. Once started, you will see the eCost splash screen.

eCost Software will open and you will need to enter the technical password. Default is "admin"

STEP 2.2.1: eCost Loading Filters

	eDev Sy	stems: eCost: Y2018.05	-2	
Show X	Hide Graphs	shot		- 🗆 ×
Basic Reports	Edit Budgets Tools	Settings Dash Boards	Alerts View H	lelp 🛞
Cost Calls Recost	Mark-Up % Delete Records	Properties From Control Contro	des Cost Tables st Tables	
Date/Time	Extension Ext Name Type	Place Numbe	r Name Duration Cost (exc V	AT) Cost (inc VAT) Ring Trunk Lin
1	eC Please e Logon Password:	Cost: Enter Password enter the password ***** V OK Scancel		4
Δ, 2722 Π%	22 222 Records	5 HostPort: 222	Offline 🙆	Thu 07 Jun 2018 10:50:03

Navigate to the Settings menu and Select Filter 1.

					eDev Sy	stems:	eCost	Y2018.	05-2					
()	Show	X Hid	e 🥪	Graphs	Snap:	shot)								- = >
	Basic Reports	Edit	Bud	gets	Tools	Setting	75	Dash Boar	ds Alert	s V	iew	Help		
Geo - Con Wizards	60 SSD	PABX	Ethernet	V Filter 1	itter 2	Filter 3	Filters	Filter 5	Fixed Field Filter	Min/M Dur	ax Call ation			
1	Date/Time	Ex	tension Ext	Name Typ		Place		No	nber Name	Duration	Cost (exc	VAT)	lost for VAT	1 Bing Trunk I
						<no d<="" th=""><td>ala to di:</td><td>playo</td><td></td><td></td><th></th><td></td><td></td><td></td></no>	ala to di:	playo						
•														
2mm		0%		34 777	Records:	0	ŀ	lostPart ??	n	015	ne C) TI	nu, 07 Jun 20	18 11:17:45

Once the Filter 1 Screen opens, you need to load the filter by selecting the "Load Filter" Button

eCost: PABX Filter 1			×
襙 PABX Fi	lter	1	
LWDV LT	TCET	T	
Raw Data Incoming	Outgoing	Unaswered Private Business	
0 1 123456789012345678901	3 123456789012	2345678901234567	6789012345678901234
•		III	•
	Start	Length	
Date Of Call	005	-F- DD-MMM-YYYY or DD MMM YYYY	Coad Filter
Time Of Call	017	-A- HH:MM:SS or HH MM SS	Save Filter
Extension	094	003	
Trunk Line	064	003	
Dialed Number	000	000	
Account Code	000	000	
Pin Code	000	000	
Call Duration	027	-G SSSSS [Length = 5]	?
Ring Duration	000	000 Select time format	?
Caller ID	041	010	Pause
		Аррі	/ Close

The Load Filter screen will be shown.

On the previous step, you selected Filter 1. So, now select iServ uC20-UC80 - Epygi (Filter 1)

ABX System Filter	:	¥
	PABX System Filter	^ '
	Samsung OS7000 - SSD Buffer (Filter 1)	
	Samsung OS7000 - DX10 (Filter 1)	
	Samsung SCM - DX10 (Filter 1)	
	Samoung SCM - DX10 (Filter 2)	
	iServ UC20-UC80 - Epygi (Filter 1)	
	iServ UC20-UC80 - Epygi (Filter 2)	
	iServ UC20-UC80 - Epygi (Filter 3)	

Repeat, the steps above and load the preconfigured filters for Filter 2 & Filter 3.

STEP 2.2.2: eCost Fixed Filter Setup

eCost Fixed Filters is a way to convert the CSV file format used by the iServ Epygi Pbx system, into a fixed format. The Fixed format then is set to the filters for call checking.

• Select Fixed Filter



• Select iServ U20 or U80 by Epygi

eCost: Fixed Field Par	ameters					×		
Fixe	d Filter	Forma	at TC					
0 12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890								
-								
-						b.		
🗹 Enable / Disable	Options Serv U20 & U	80 by Epygi	~	Separation Character	,			
	Alignment 🔘 alLeft	💿 alRight		Text Qualifier	* *			
				Process Fields	20			
Fields 1> 2	11> 10	21> 0	31> 0					
2> 22	12 -> 10	22> 0	32> 0					
3> 5	13> 0	23> 0	33> 0					
4> 6	14 -> 0	24> 0	34> 0					
5> 20	15 -> 0	25> 0	35> 0					
6> 6	16 -> 0	26 -> 0	36 -> 0					
7> 30	17 -> 0	27> 0	37> 0					
8> 1	18 -> 0	28> 0	38> 0					
9> 30	19 -> 0	29> 0	39> 0					
10> 0	20> 0	30> 0	40> 0					
-								
					Apply	Close		

STEP 2.2.3: eCost DX10 Selection

The next step is to configure and select the DX10 dongle for the iServ Epygi Pbx system.

Select the DX10 Dongle button, found on the toolbar. You will only see this toolbar button, if the DX10 windows driver has been installed successfully.



You will see two tabs, General & FTP Server

eCost: DX10 Dongle	and the set	8
💊 DX10 Dongle Settings		
בהוודם אל שבענונים אונים		
0 1 2 3 4 5 6 7 12345678901234567890123456789012345678901234567890123456789012345678901	8 9 0 1 L2345678901234567890123456789012345678	2 90123
		k
General FTP Server		
FTP Client Collection - *.log files		
Communicate - 🗹 PBX IP - 192.168. 1 .206	Sackup CDR File {def_drive + FTP/Backup/}	
CDR FTP Details	🗹 Debug LogFile	
Username - ecostsmdr Port - 2101 Password - ecostcore File Name - allstat epydigx Browse		
File Path - C:\eCost\FTP\		
	Apply 🚺 Cla	ise

eCost will receive CDR records from the Epygi over FTP protocol

- (a) Press Browse "Button"
- (b) Navigate to the path as follows C:\eCost\FTP

After pressing the Browse button, navigate to the following directory.... C:\eCost\FTP

Make sure the following parameters are configured,

- Username: ecostsmdr
- Password: ecostcore
- Port: **2101**
- File Path: C:\eCost\FTP

Communicate Tick = ON and Apply

STEP 4: Test Call

You can now make a test call. Remember that the iServ by Epygi has a 10 minute timer, so you can either wait the 10 minutes for the call to be shown in eCost of you can perform a manual CDR call download. This will for the Epygi to push all CDR records immediately and the call should be shown in eCost.

/end.