



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

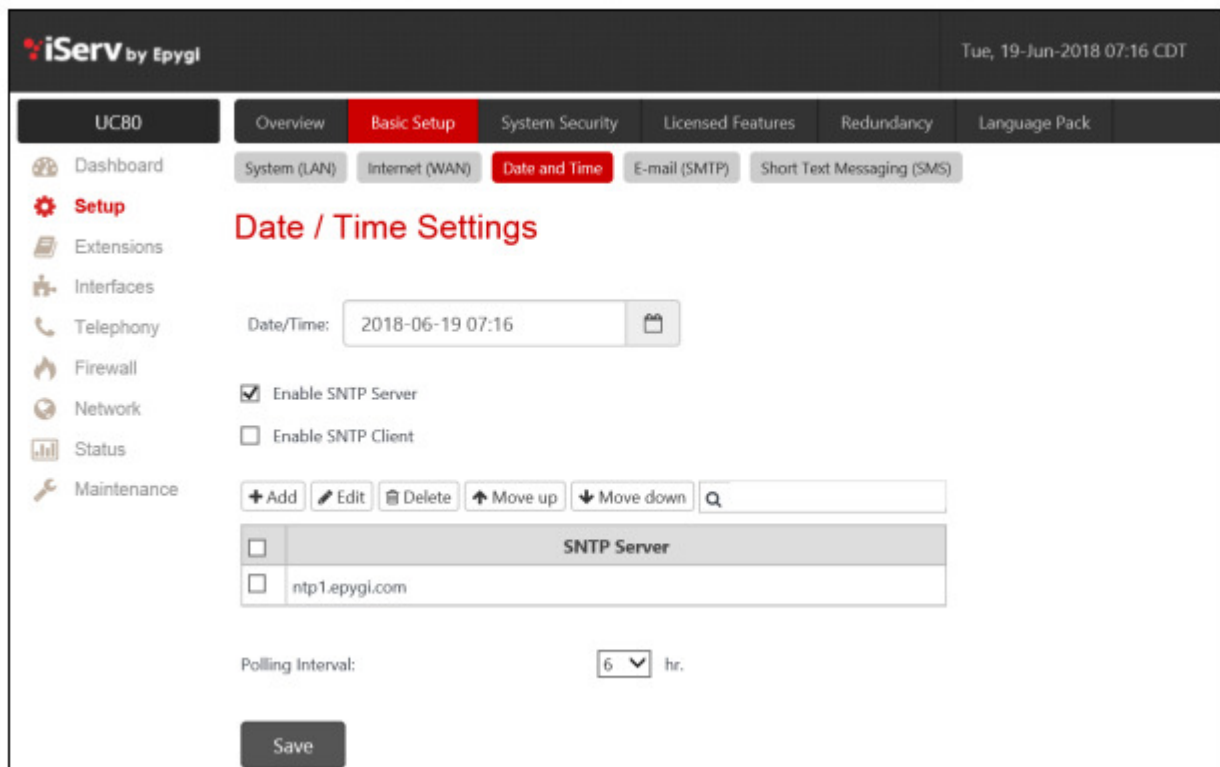
STEP 1: Configure iServ UC20/UC80 by Epygi IP PBX

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.



The screenshot displays the iServ by Epygi web interface. The top navigation bar includes 'UC80', 'Overview', 'Basic Setup' (highlighted), 'System Security', 'Licensed Features', 'Redundancy', and 'Language Pack'. Below this, there are sub-tabs for 'System (LAN)', 'Internet (WAN)', 'Date and Time' (highlighted), 'E-mail (SMTP)', and 'Short Text Messaging (SMS)'. The main content area is titled 'Date / Time Settings'. It features a 'Date/Time' input field set to '2018-06-19 07:16'. There are two checkboxes: 'Enable SNTP Server' (checked) and 'Enable SNTP Client' (unchecked). Below these are buttons for '+ Add', 'Edit', 'Delete', 'Move up', 'Move down', and a search icon. A table lists SNTP Servers, with one entry 'ntp1.epygi.com'. At the bottom, there is a 'Polling Interval' dropdown set to '6' hours and a 'Save' button.

- **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**

Call History - Archiving Settings

Percentage of Total Memory allocated for Archive: 10 %

Enable Call History Archiving

File Format: **Comma Separated Values (.csv)**

Archiving Mode

Archive by Record Count 50

Archive by Time Interval 10 minutes

Archiving Storage Settings

Archiving Storage 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:

Server Port:

Path on Server:

Send Method: TFTP

FTP

Use SFTP

Username:

Password:

- (g) **SAVE**

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.



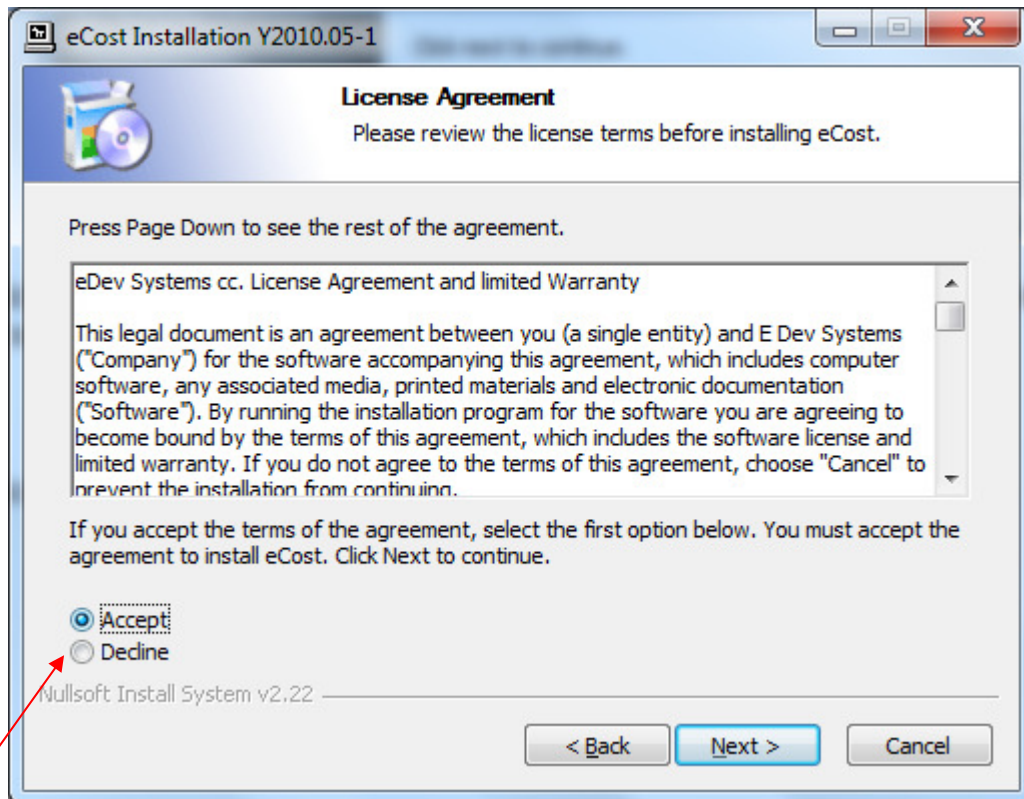
eCost Setup.exe

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.

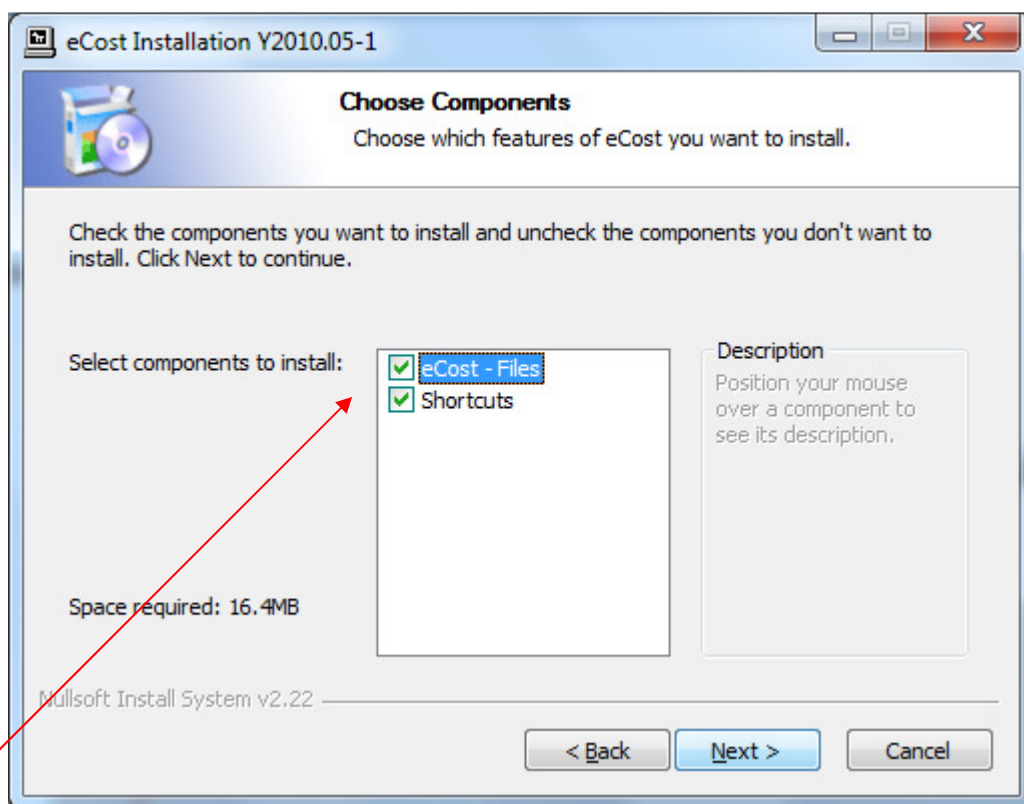
Where possible, select default options as this simplifies the eCost setup configuration.



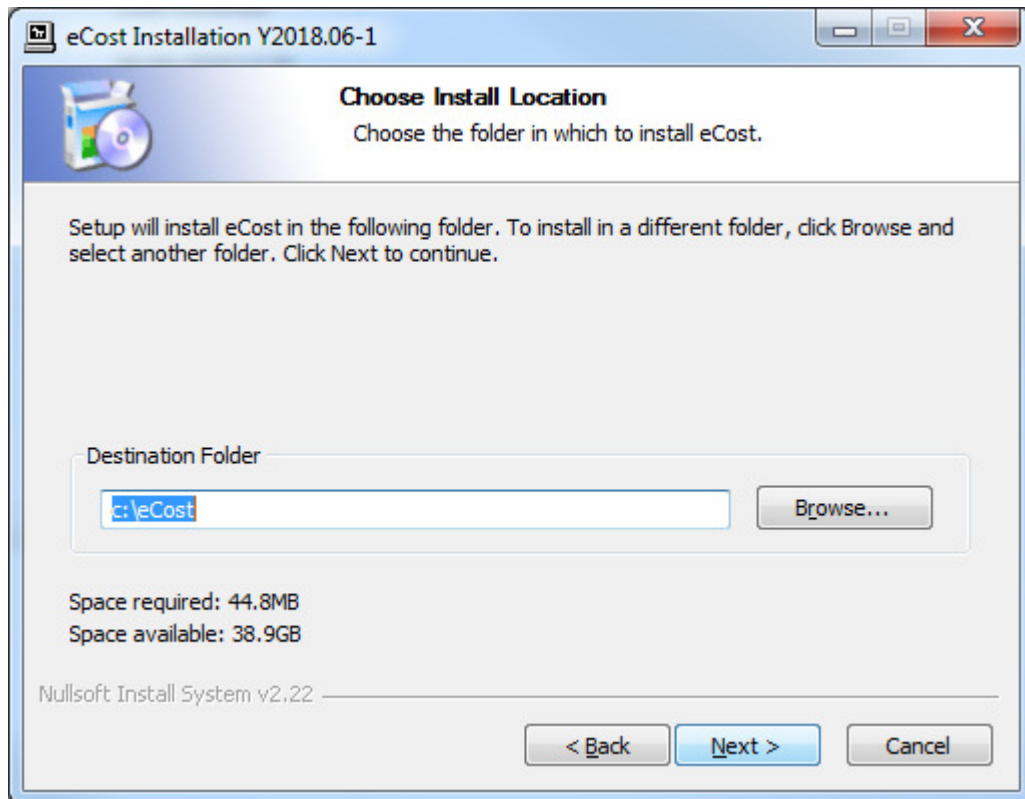
- Click ` **NEXT >** ` to begin the setup process. Click ` **Cancel** ` to abort the installation process from any screen



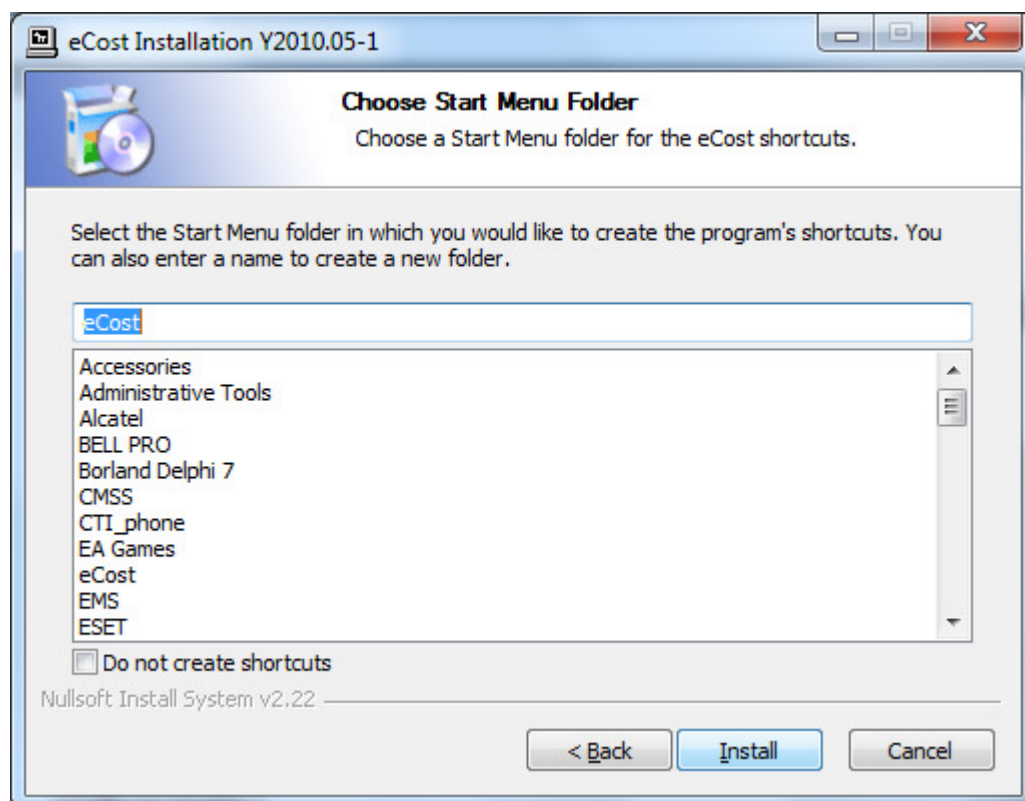
- "Accept" or "Decline the License Agreement



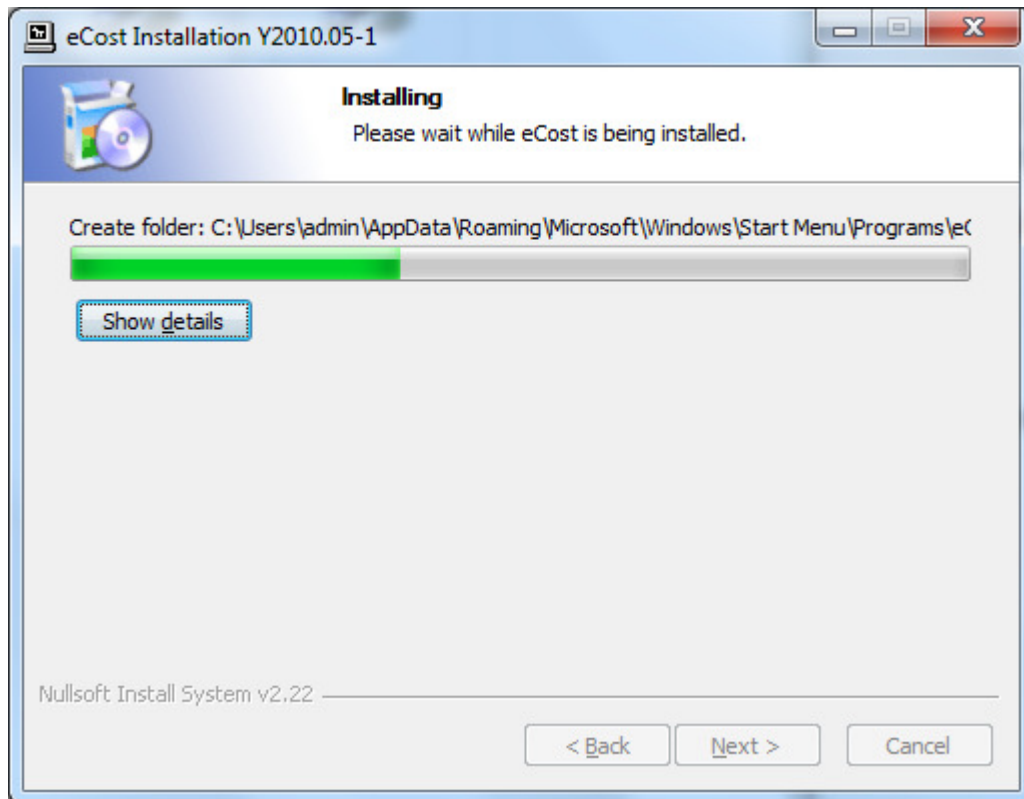
- Select the components to install:
 - (a) eCost Software Files
 - (b) Shortcuts (Short Cuts and Start-up Short Cut)



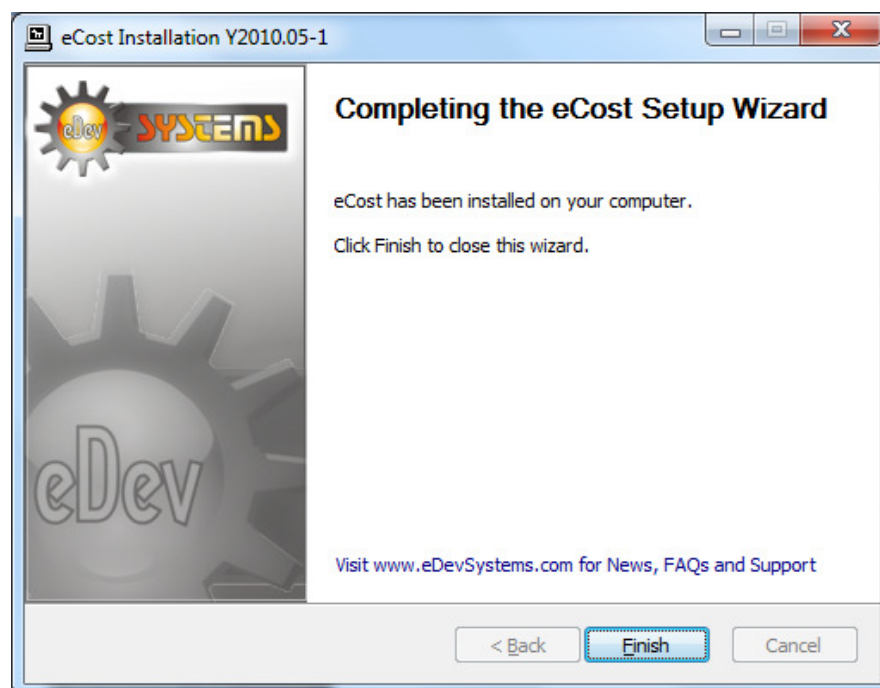
- Choose the installation location where eCost must be installed



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



- 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.

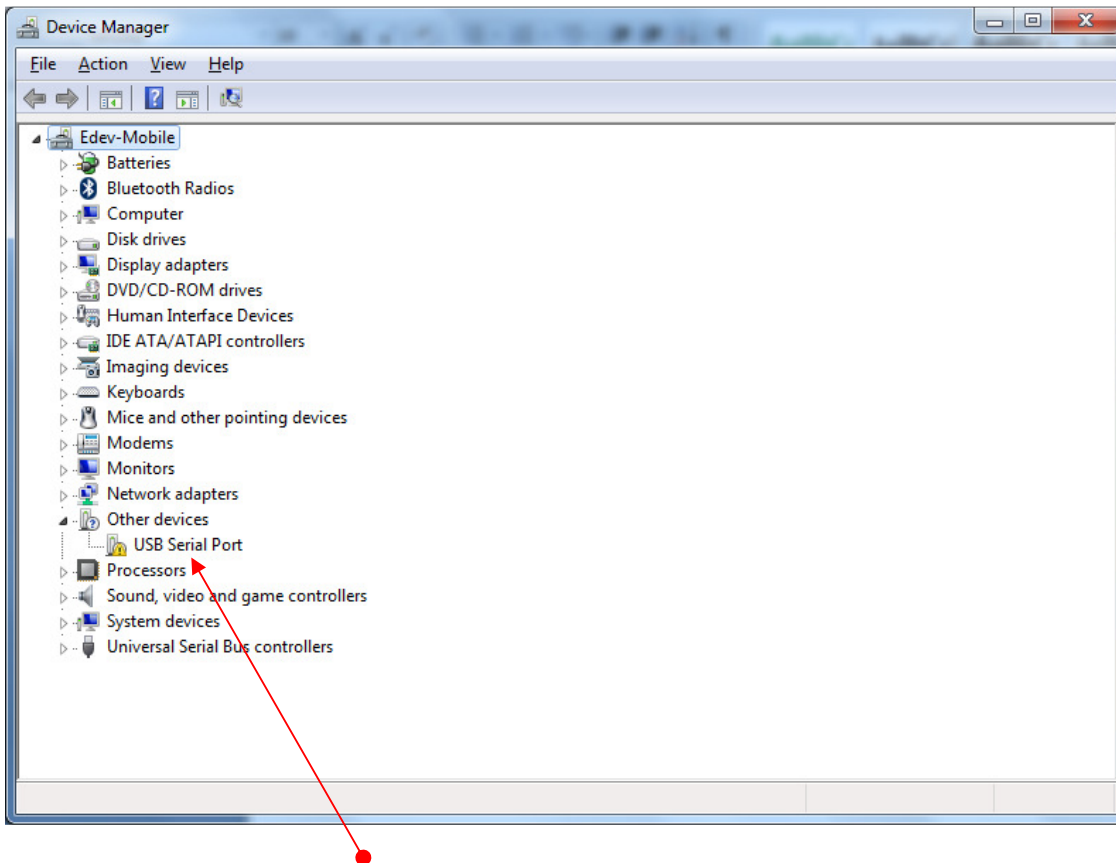
Driver installation Procedure

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

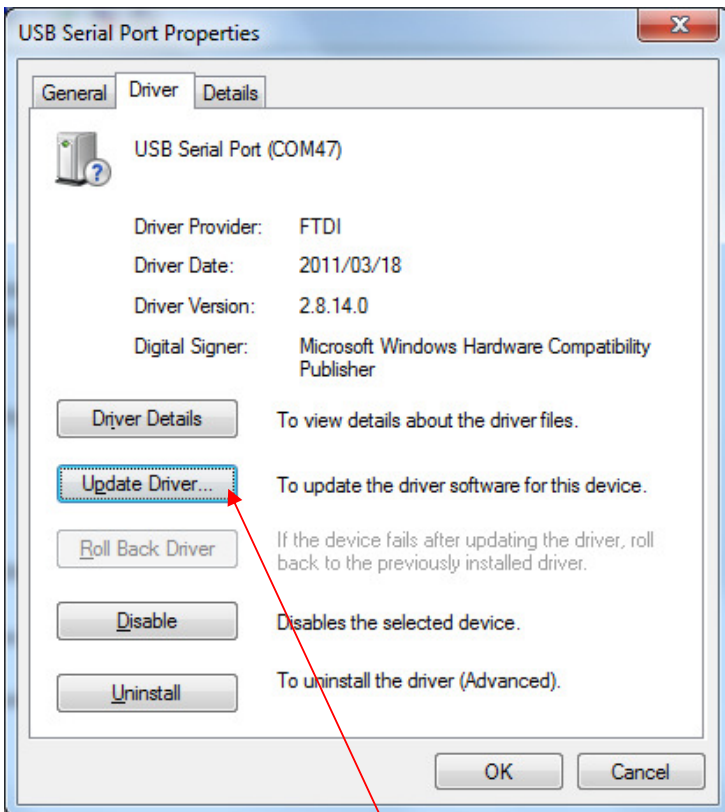
Once you install the hardware, depending on the windows operating systems being used, an installing drive detection window will appear in the bottom right corner.



Open the device manager from the control panel

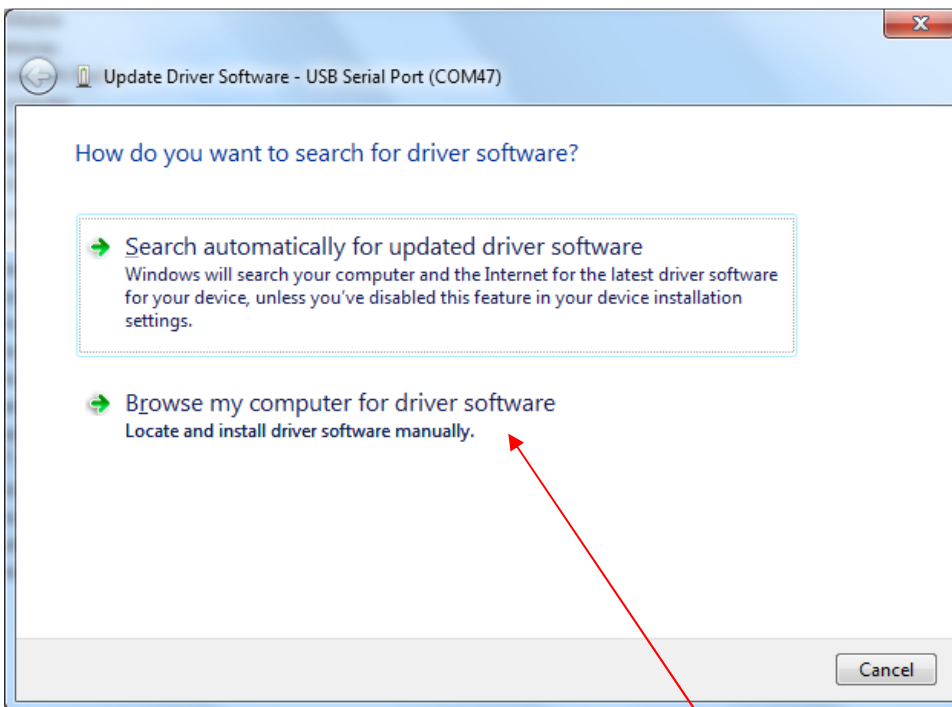


You will notice, under "**Other Devices**", USB Serial Port. Right click on the 'USB Serial Port', select properties. The "USB port properties window is displayed. Select Driver Tab page



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.

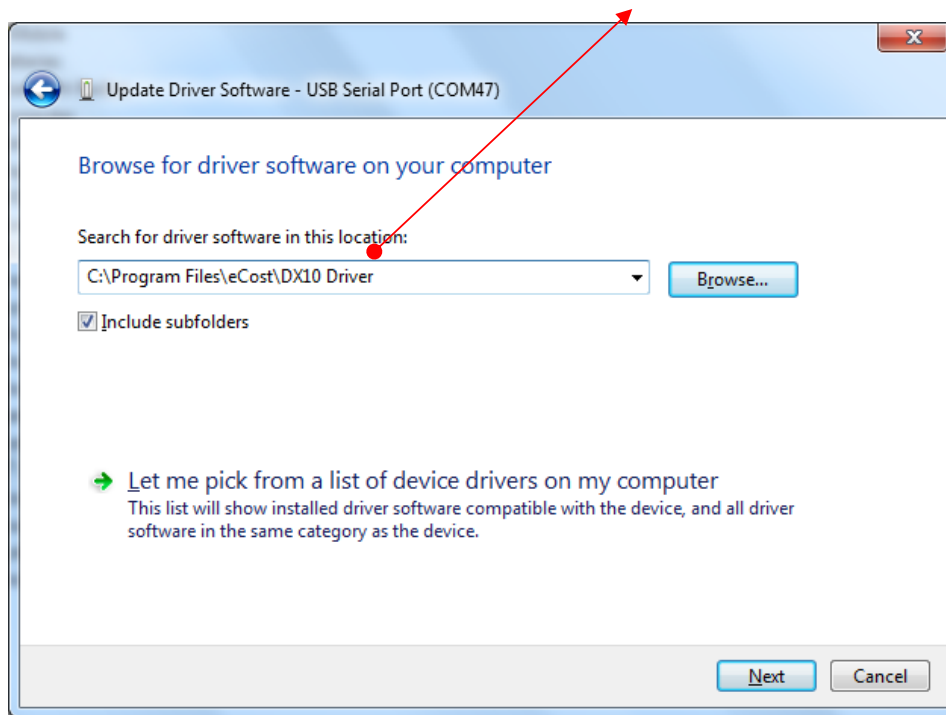


Select the "Browse my computer for driver software" button.

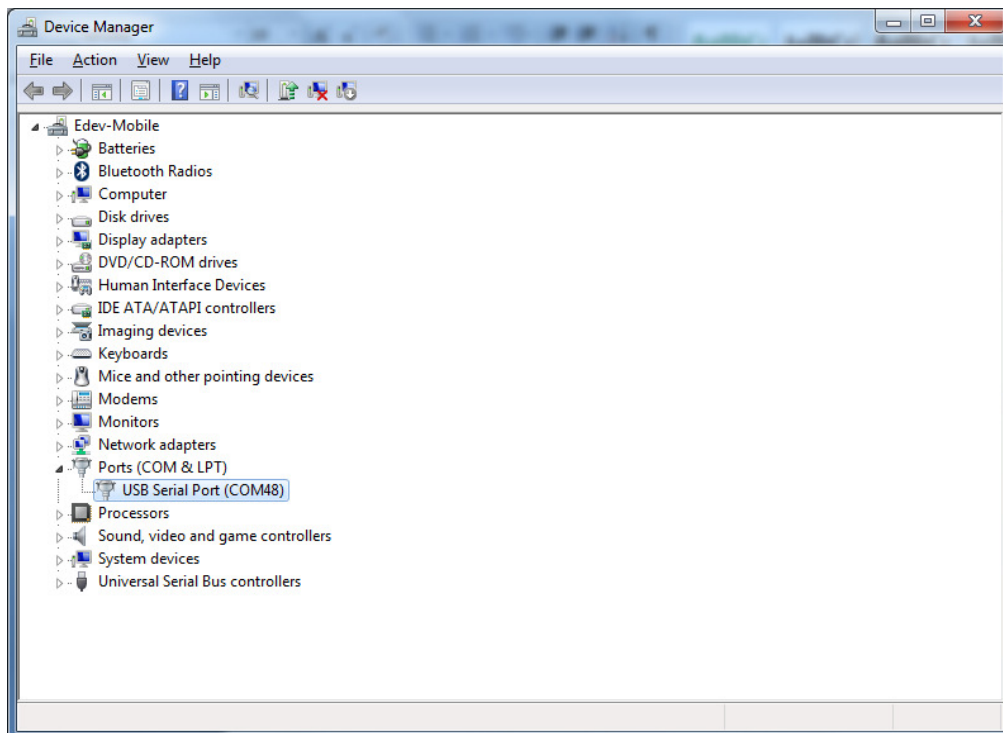
At this stage of the driver installation, it is important to select the correct path for the correct equipment being installed.

DX10 Dongle Driver Folder

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



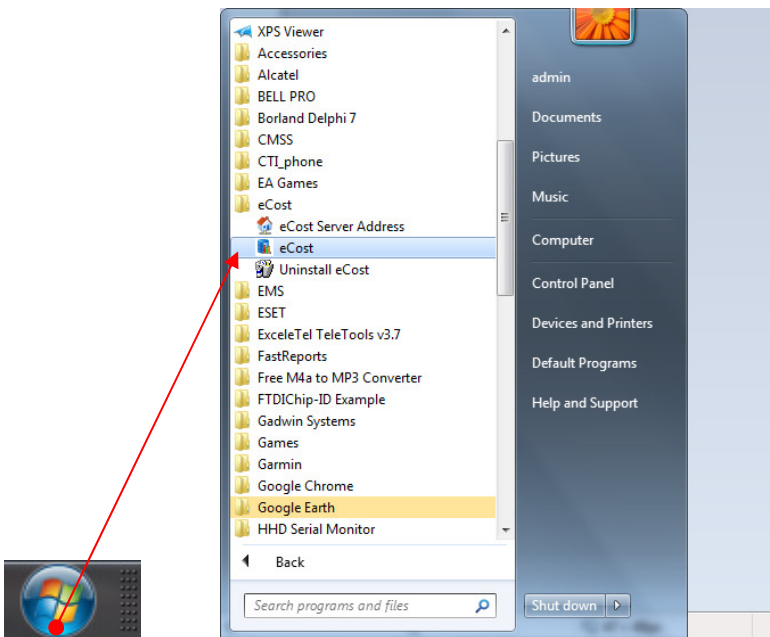
Once the driver has been installed, you will be presented a window that tells you that the driver has been successfully installed.



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

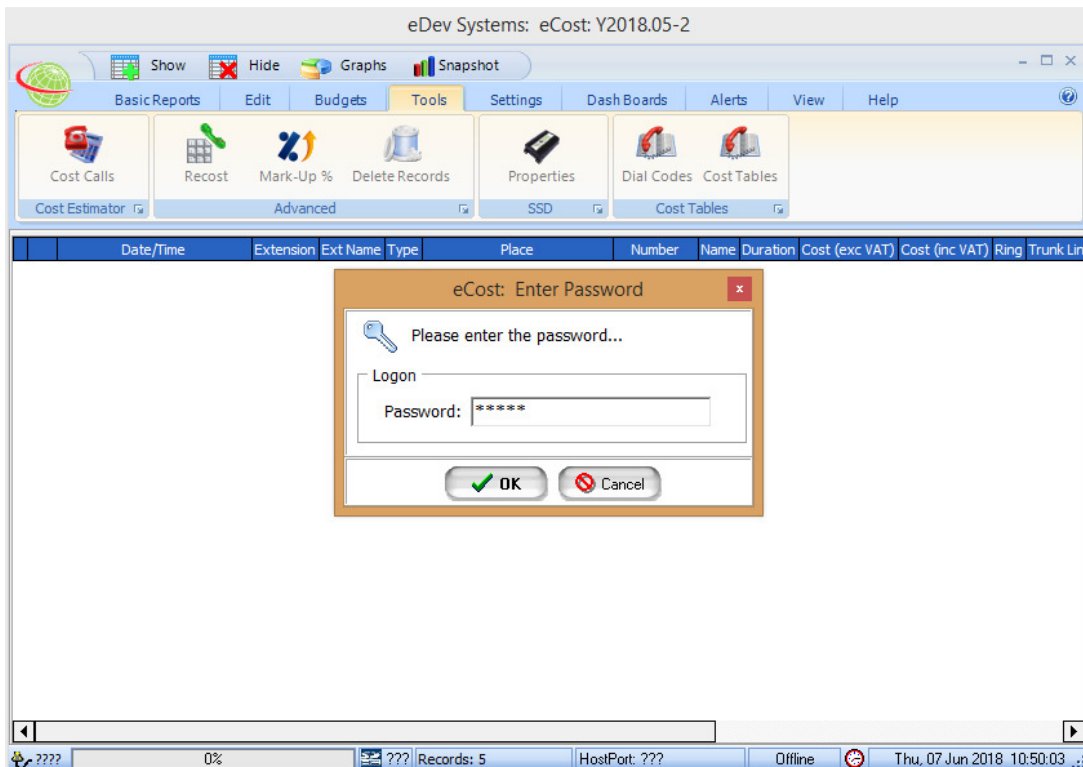
Opening **eCost** from the windows start button (windows 7) is shown below. eCost will installed under the “eCost” folder. You will now notice an eCost icon. A desktop icon is also placed onto the desktop.



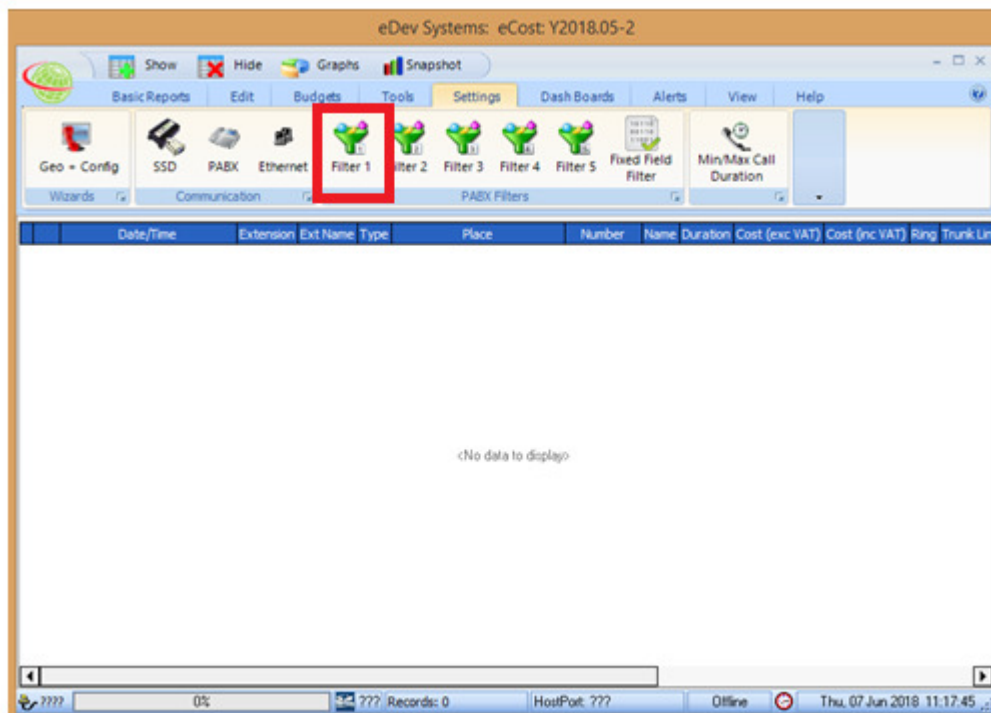
Start eCost Software by expanding All Programs and under “eCost” folder. Once started, you will see the eCost splash screen.

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

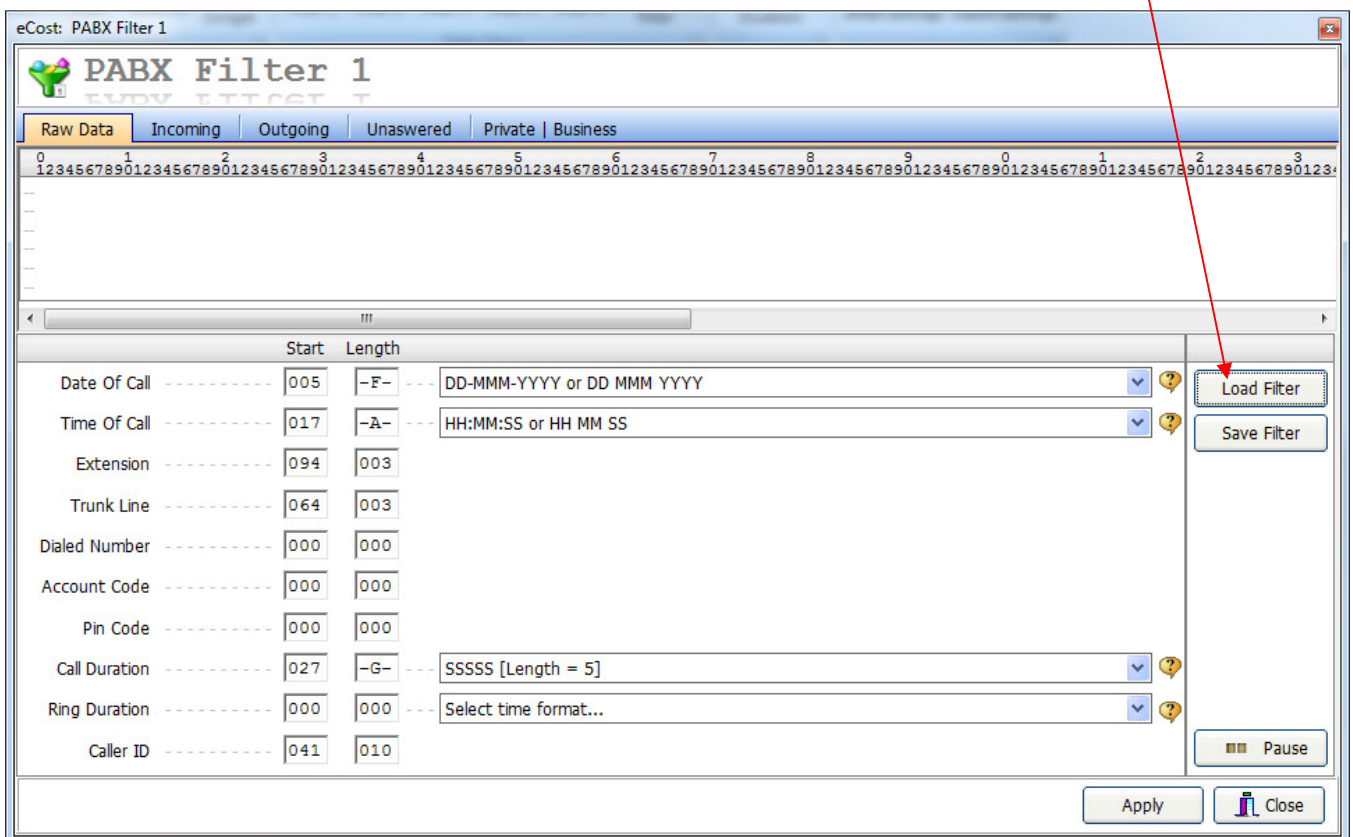
STEP 2.2.1: eCost Loading Filters



Navigate to the Settings menu and Select Filter 1.

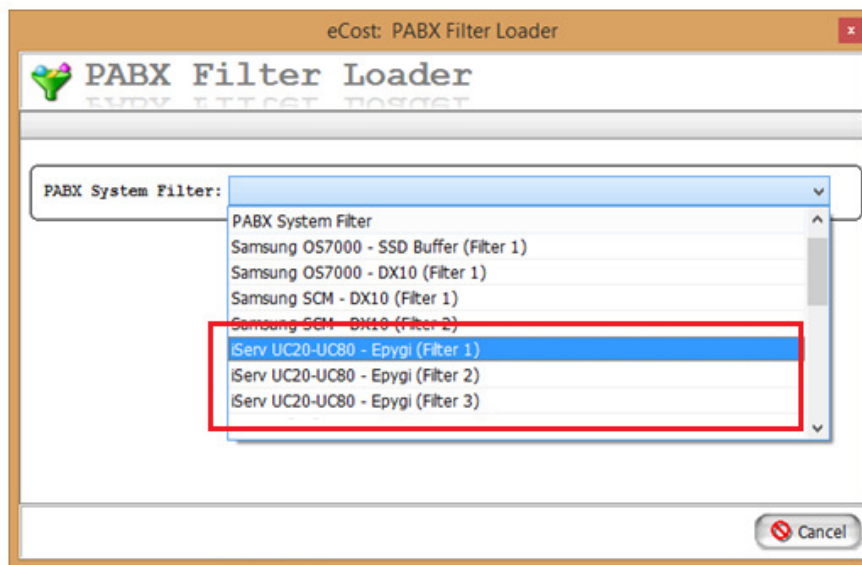


Once the Filter 1 Screen opens, you need to load the filter by selecting the "Load Filter" Button



The Load Filter screen will be shown.

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

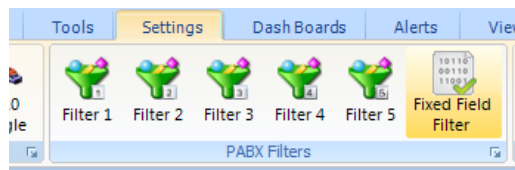


Repeat, the steps above and load the preconfigured filters for Filter 2 & Filter 3.

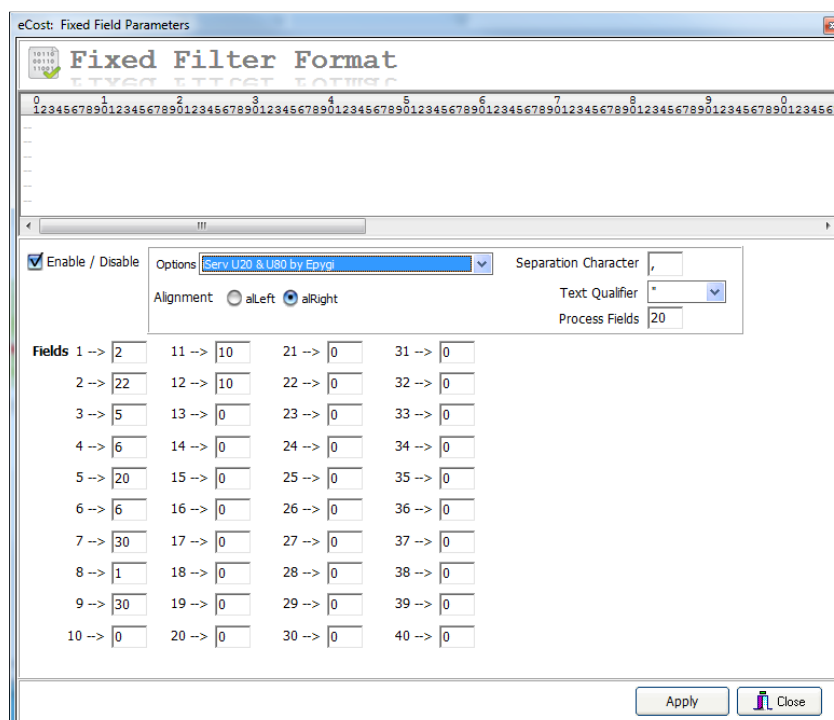
STEP 2.2.2: eCost Fixed Filter Setup

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**



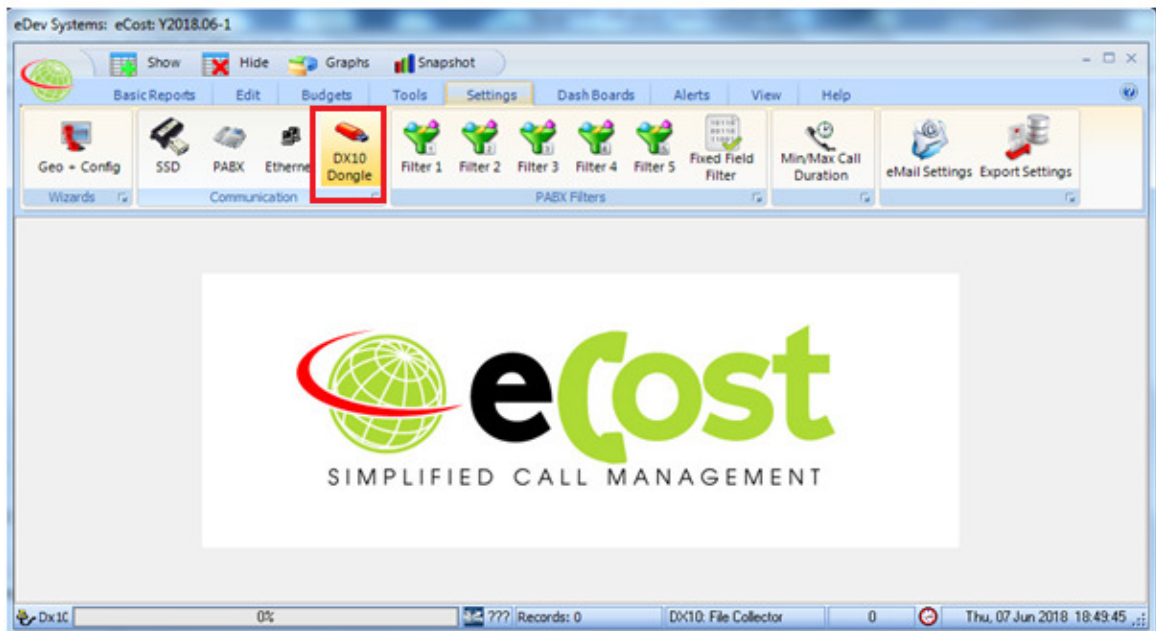
- **Select iServ U20 or U80 by Epygi**



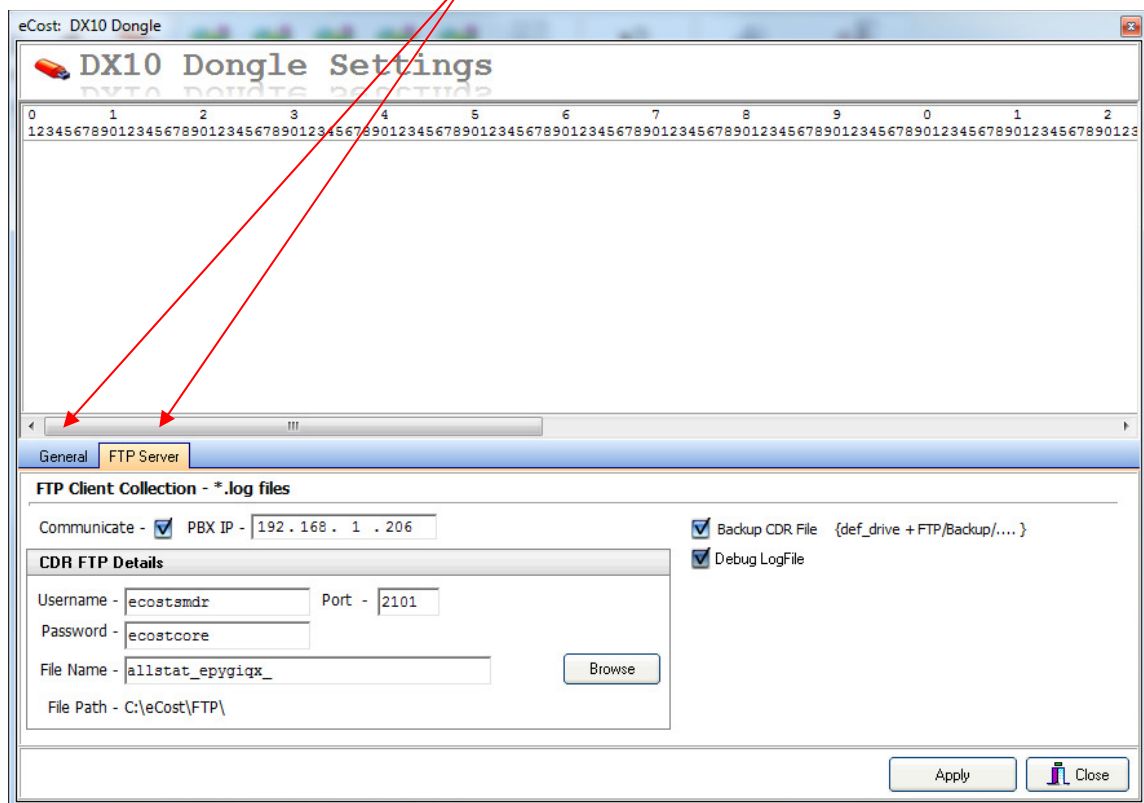
STEP 2.2.3: eCost DX10 Selection

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 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 or you can perform a manual CDR call download. This will force the Epygi to push all CDR records immediately and the call should be shown in eCost.

/end.