

# TECHNICAL TRAINING GUIDE

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01/02/2015	1.0	Initial Draft	Tyrone Nason	Initial Document Draft

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### Welcome

The purpose of this manual is to guide the technical installation person on how to identify, install and maintain the eCost telephone management solution effectively.

#### eCost Hardware Options:

# (1) eCost Smart Storage Device {SSD 9001}





- Dimensions
  - $\circ$  Length = 135mm
  - $\circ$  Width = 75mm
  - $\circ$  Height = 40mm
  - $\circ$  Weight = 0.4kg
- Indicators
  - $\circ$  Power LED
  - PC LED
  - o Pbx LED
  - Status LED
- Power
  - o USB Powered
  - Current < 150ma
  - External 12dc input
  - Internal Battery
- Communication
  - eCost Software over USB
  - $\circ$   $\,$  Pbx over LAN  $\,$

#### **NB:** Switch Internal Battery ON!

## eCost DX10 Dongle



- Power
  - USB Power {5v}
- LED Indicators {On Insert}

### eCost Software installation:

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

	Please review the license terms before installing eCost.
Press Page Down to	see the rest of the agreement.
eDev Systems cc. Li	cense Agreement and limited Warranty
This legal document ("Company") for the software, any assoc ("Software"). By rur become bound by th limited warranty. If prevent the installat	is an agreement between you (a single entity) and E Dev Systems software accompanying this agreement, which includes computer dated media, printed materials and electronic documentation ming the installation program for the software you are agreeing to be terms of this agreement, which includes the software license and you do not agree to the terms of this agreement, choose "Cancel" to tion from continuing.
If you accept the ter agreement to install	ms of the agreement, select the first option below. You must accept the eCost. Click Next to continue.
Accept	
O Decline	

• "Accept" or "Decline the License Agreement

\_

Choose Components Choose which features	of eCost you want to install.
Check the components you want to install and uncheo install. Click Next to continue.	ck the components you don't want to
Select components to install:	Description Position your mouse over a component to see its description.
Space required: 16.4MB	

- Select the components to install:

  - (a) eCost Software Files(b) Shortcuts (Short Cuts and Start-up Short Cut)

eCost Installation	Y2014.10-1		X						
6	Choose Ir Choose th	nstall Location ne folder in which to install e	Cost.						
Setup will install eCost in the following folder. To install in a different folder, dick Browse and select another folder. Click Next to continue.									
Destination Folde	r		Browse						
Space required: 36 Space available: 10	.4мв )8.6GB								
Nullsoft Install System	v2,22								

• Choose the installation location where eCost must be installed

eCost Installation	Y2010.05-1	
5	Choose Start Menu Folder Choose a Start Menu folder for the eCost sh	ortcuts.
Select the Start Mer can also enter a nar	nu folder in which you would like to create the program ne to create a new folder.	's shortcuts. You
eCost		
Accessories Administrative Tool Alcatel BELL PRO Borland Delphi 7 CMSS CTI_phone EA Games eCost EMS ESET	5	<ul> <li>■</li> </ul>
Do not create sh Nullsoft Install System	ortcuts v2.22	
	< <u>Back</u> Install	Cancel

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

eCost Installation	Y2010.05-1			
6	<b>Installing</b> Please wait wi	nile eCost is being insta	lled.	
Create folder: C:\Us	ers \admin \AppData \Ro	aming \Microsoft \Windo	ws\Start Menu\∳	Programs\e(
Show <u>d</u> etails				
Nullsoft Install System	/2,22			
		< <u>B</u> ack	Next >	Cancel

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



### eCost Hardware Driver installation:

# (a) Smart Storage Device (SSD 9001)

The SSD buffer box hardware is installed when large buffered storage is required. The standard SSD9001 can buffer about 25000 records.

#### (b) DX10 Dongle

The D10 Dongle is installed when the internal onboard buffer (320 Call records) of the SL1000 is Sufficient. Once the DX10 Dongle has been installed, a direct TCP/IP connection from the eCost software is opened, allowing direct communication with the SL1000 TCP/IP ports.

The driver installation process of the SSD buffers and D10 Dongle are very similar. The only difference is where you collect the driver from. So during the installation process (documented below), it will be highlighted on what driver you loaded for what hardware.

# **Driver installation Procedure**

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

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



Open the device manager from the control panel

A Device Manager
<u>File</u> <u>Action</u> <u>View</u> <u>H</u> elp
🔺 🚔 Edev-Mobile
> 20 Batteries
▷ 🐉 Bluetooth Radios
▶-∰ Computer
> Disk drives
Display adapters
Um Human Interface Devices
- CIDE ATAYATAPI controllers
A maging devices Verboards
P Republics >
Modems
b Monitors
- 😨 Network adapters
▲ - (2) Other devices
- Im USB Serial Port
🔉 - 🔲 Processors 🛛 📉
p→4 Sound, video and gange controllers
▶-1 System devices
▷ -

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

General	Driver Details	
1	USB Serial Por	t (COM47)
	Driver Provider	: FTDI
	Driver Date:	2011/03/18
	Driver Version:	2.8.14.0
	Digital Signer:	Microsoft Windows Hardware Compatibility Publisher
Dri	ver Details	To view details about the driver files.
Upd	ate 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>J</u> ninstall	To uninstall the driver (Advanced).
		OK Cance

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 SSD and DX10 Dongles.

Update Driver Software - USB Serial Port (COM47)	X
How do you want to search for driver software?	
Search automatically for updated driver softwa Windows will search your computer and the Internet for the la for your device, unless you've disabled this feature in your dev settings.	re itest driver software vice installation
Browse 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.

#### (a) USB Driver Folder

When installing the USB driver for the SSD9000 or SSD9001 buffer box hardware, you must select the **USB Driver** folder

	Under Driver Sethuare USB Serial Datt (COMM7)
$\mathbf{V}$	Dobate Driver Software - USB Senar Port (CON47)
	Browse for driver software on your computer
	Search for driver software in this location:
	C:\Program Files\eCost\USB Driver • Browse
<ul> <li>Update Driver Software - USB Serial Port (COM47)</li> <li>Browse for driver software on your computer</li> <li>Search for driver software in this location:         <ul> <li>C:\Program Files\eCost\USB Driver</li> <li>Browse</li> </ul> </li> <li>Include subfolders</li> <li>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.</li> </ul>	
	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

#### (b) DX10 Dongle Driver Folder

When installing the USB driver for the SSD9000 or SSD9001 buffer box hardware, you must select the **DX10 Driver** folder

	x
G 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	
<ul> <li>Include subfolders</li> <li>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.</li> </ul>	
<u>N</u> ext Canc	el

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. It will display "AT91 USB Serial device" when a SSD9001 is used.

#### eCost Software:

**eCost** Software home screen is where you will find and locate all the feature rich option available in the eCost software. eCost menu / option toolbar was designed to be simple and easy to navigate. The multi-tabbed tool bar menu system, similar to popular Microsoft products of the day, allow the user to quickly find and use the correct feature without intensive product understanding or training.

eDev 3	2Dev Systems: eCost: Y2012.05-2 [support Info]													
G														- 🗆 ×
V	Basic Reports	Edit Budgets	Tools Se	ettings	Dash Boards	Alerts View	Help							
12		(m) [=]												
To	Lall De Directory D	partment Department	Overview Detailed		Usage Detailed	Overview Detailed	Overview Detailed							
	Company 🕞	Department 🕞	Extension		G Trunk Line G	Account Code 🕞	Pin Number 🕞							
		1				-								
	Date/Time	Extension	Ext Name	Туре	Place	Number	Name Duration	Cost	Ring	Trunk Line	Frun Departme	Departmer Account C A	Account N Pin Co	de Pin Name
	Thu, 14/06/2012 08:51:00	209		0	VUDACUM MUBILE	0/21/53/31	0,23	H 1.48	0:00	5		<u> </u>		
	Thu, 14/06/2012 08:52:00	209		0	VUDALUM MUBILE	0/21864321	0:34	B 1.48	0:00	5				
	Thu, 14/06/2012 08:52:00	209	Turne	0	MIN MUBILE	083/763933	0.47	B 1.48	0:00	5				
H.	Thu, 14/06/2012 06:55:00	200	Tyrone	0		0/24304/72	0.47	D 1.40	0.00	3				
	Thu, 14/06/2012 08:58:00	203	Turono	0		0007700000	1.04	D 2 21	0.00	4 E				
l đ	Thu 14/06/2012 08:57:00	200	Tyrone	1	VODACOM MODILE	0020023140	0.23	B 0.00	0.00	1				
l đ	Thu 14/06/2012 08:07:00	201	Turone	÷			0.23	B 0.00	0.10	1			-	
l đ	Thu 14/06/2012 09:01:00	201	Tytone	÷			0.14	B 0.00	0.15	1				
l đ	Thu, 14/06/2012 09:02:00	205		IT			1:02	R 0.00	0:08	4				
l đ	Thu, 14/06/2012 09:02:00	200	Tyrone	1			0:29	B 0.00	0:08	4				
l đ	Thu, 14/06/2012 09:04:00	200	Tyrone	Ì			0:59	R 0.00	0:11	1				
	Thu, 14/06/2012 09:05:00	204	-	IT			1:06	R 0.00	0:11	1				
	Thu, 14/06/2012 09:08:00	200	Tyrone	0	CELL C MOBILE	0848074358	0:39	R 1.48	0:00	5				
	Thu, 14/06/2012 09:09:00	200	Tyrone	1			1:17	R 0.00	0:22	1				
	Thu, 14/06/2012 09:10:00	214		0	KLOOF	0317133500	1:32	R 0.67	0:00	5				
	Thu, 14/06/2012 09:10:00	200	Tyrone	0	MTN MOBILE	0732338529	0:33	R 1.48	0:00	4				
	Thu, 14/06/2012 09:11:00	200	Tyrone	0	CELL C MOBILE	0848074358	1:56	R 2.95	0:00	4				
	Thu, 14/06/2012 09:11:00	214		0	CELL C MOBILE	0843005872	0:39	R 1.48	0:00	5				
	Thu, 14/06/2012 09:15:00	209		0	NEWLANDS	0116707600	0:30	R 0.65	00	5				
	Thu, 14/06/2012 09:17:00	209		0	NEWLANDS	0116707600	0:29	R 0.65	0,00	5				
<u> </u>	Thu, 14/06/2012 09:28:00	202		0	MTN MOBILE	0738028816	0:48	R 1.48	0:00	5				
<u> </u>	Thu, 14/06/2012 09:29:00	211		0	VODACOM MOBILE	0711055601	3:08	R 5.16	0:00	4				
	Thu, 14/06/2012 09:35:00	204		0	MALVERN	0314648233	1:00	R 0.65	0:00	5			1	
	Thu, 14/06/2012 09:38:00	201		1			0:35	R 0.00	0:09	1				
P 🖌	Thu, 14/06/2012 09:39:00	209		0	VODACOM MOBILE	0721864321	0:17	R 1.48	0:00	5				
4								_	1	1				
<b>ð</b> ??	??				0%			227	Records:	22859	HostPort xxx	Offline 🕝	Tue, 24 Jul 2	2012 06:52:28
	Toolbar		tatue he	)r		Downlo	ad Ecroon			• c.,	ctom N	Aonu		
-	IDUIDAI		Dialus Da	11						- Sy	Stellin	rienu		

The download screen is a grid will all checked and verified call data from the phone system. It has many columns and each column represents respective data.

Date / Time:	The show when and what time the call was made.
Extension:	This indicates who made the call
Extension Name:	The extension name will be completed from the extension list.
Type:	The Type column indicates what type of call was made,
	• O = Outgoing Call
	• O/T = Outgoing Transfer
	• I = Incoming Call
	• I/T = Incoming Transfer Call
	• U = Unanswered Call
Place:	The place column show where in what area you called
Number:	The Telephone number that was dialed on the call or inbound CLI number for incoming
Duration:	The duration column shows how long the call was.
Cost:	For outbound calls, the cost will indicate how much the call cost
Ring:	The ring Column show for incoming calls, how long it took to answer the call
Trunk:	The trunk column shows what telephone line was used to make / receive the call
Division, Department:	The division / department columns show the structure of the organization.
Account & Pin Number:	These additional codes help track user phone usage.

# eCost Software Technical Setup:



#### 1. Load Filters

Cost: PABX Filter 1		
💝 PABX Filter	1	
LUDY LITCH	T	
Raw Data Incoming Outgoing	Unaswered 4 5 6 7	8
1234567890123456789012345678901	23456789012345678901234567890123456789012	34567890123456
Start	Length	
Date Of Call 001	-A DD/MM/YYYY or DD MM YYY 💙 💝	Load Filter
Time Of Call 012	🗕 HH:MM:SS or HH MM SS 🛛 🌱 🖚	Save Filter
Extension 056	003	
Trunk Line 036	003	
Dialed Number 067	016	
Account Code	000	
Pin Code 094	003	
Call Duration 047	-A HH:MM:SS or HH MM SS 🛛 💙	
Ring Duration 083	-B MM:SS or MM SS 🌱 각	
Caller ID 000	000	Pause
	Apply	Close

2. Setting SSD ... Select USB port



3. Setting ... Ethernet Settings

eCost: Ethernet TCP/IP Settings	
Ethernet Communi	cation Settings
Ethernet (TCP/IP v4) Parameters	
SSD IP Address - 192.168. 1 .105 SSD Port - 10001	Static IP Enabled     DHCP Enabled
SSD Subnet Mask         255.255.255.0           SSD Default Gateway         192.168.1.1	Active = Client     Passive = Server
PABX IP Address - 192.168. 1 . 49 PABX Port - 5100	Logon Authentication
Ping Test	

# **<u>NB:</u>** Buffer Must Beep!

# eCost Software Basic Features:

		<b>S</b>									
	Basic Reports	Edit	Budgets	Tools	Settings	Dash Bo	ards	Alerts	View	Help	
		<u>e</u>		8	5		<u>i</u>		<u>i</u>		<u>(</u>
Top D	Call irectory	Department I Detailed	Department Summary	Overview De	tailed	Usage	Detailed	Overview	v Detailed	Overview	Detailed
Cor	npany 🕞	Departme	ent 🕠	Exter	nsion 🛛 🖓	Trunk	Line 👘 🖬	Account	t Code 🛛 🖬	Pin Nur	nber 🛛 🖬

#### Basic Reports

All reports that need to be generated from eCost are done from a single area / place – basic reports. The reports have been divided and group to allow the user to recognize / find the report when needed.

G	a 1 🗉		<b>3</b>								
	😇 Ba	sic Reports	Edit	Budgets	Tools	Settings	Dash Boards	Alerts	View He	elp	
			**	<u>@</u>	i.		( 🧶 123	<b>)</b>	<u></u>	**	
<u>C</u> o	mpany Info	<u>D</u> ivision	<u>D</u> epartment	<u>E</u> xtension	<u>T</u> runk Lines		Account Code	Pin Number	Call Directory	Category List	Scheduled Reports
	5			5		5	i l	G.		G	G.

<u>Edit</u>

To arrange the organizational structure of the company, you need to setup the list's ie. Extensions names / numbers, Pin Number names / numbers.



<u>Tools</u>

The tools menu has additional functions that allow the user to cost telephone calls, Recost calls, delete calls and see the hardware properties of the buffer box.

	X								
Basi	c Reports	Edit	Budgets	Tools	Settings	Dash Boards	Alerts	View	Help
Additional Service	Web Updates	Or Home	<b>?</b> Support	CO Remote Support	() About				
<u>6</u>	Update	es 🕠			<b>G</b> .				

<u>Help</u>

The help toolbar has all the support options the user will need. A remote support function for technical administrators.

The support item will show the support contact information.

eCost: Help Details	
Support Dealer:	support Info
Contact:	
Mobile:	
Tel:	
Fax:	
Email:	
Web Site:	
	☑ Display dealer name on main screen

### eCost Software Upgrade Procedure:

1. Install eCost Software Over Current Version

Security	Details	Previous Versions
General	Shortcut	Compatibility
🚮 eCos	ŧ	
Target type: A	oplication	
Target location: el	CostBTC	
Target:	:\eCost\eCost.exe	
<u>S</u> tart in: 🔺 c	:\eCost	
Shortcut <u>k</u> ey: N	lone	
<u>R</u> un:	lomal window	
C <u>o</u> mme <b>n</b> t:		
Open <u>File Loca</u>	ation Change Ico	on A <u>d</u> vanced.
/		

Make Sure Path is Correct!





# NOTES