

**360 NETWORKS**

*Setting the New Standard*

**COMXCHANGE**<sup>TM</sup>

## Call Accounting Quick Start Guide

360 NETWORKS  
6116 Darlin Drive Dane, WI 53529

V. 1.15.2020

Notice ComXchange Call Recording is made available (under the terms of the 360 Networks, LLC. Licensing Agreement) without express or implied warranties of any sort, including specifically any warranties relating to the performance or maintenance of the program or system. While every effort has been made to ensure accuracy, 360 Networks, LLC. Will not be liable for technical or editorial errors contained within the documentation.

The system and related documentation can only be used in accordance with the terms of the 360 Networks, LLC. License Agreement and copied only to provide adequate backup protection.

Copyright 2019 by 360Networks, LLC.  
All Rights Reserved

## Contents

Introduction.....	1
V&H Import Process and Configuration .....	2
Open the Call Accounting Settings.....	2
Configure PBX.....	2
Import the V&H File .....	3
Turn PBX Status to On.....	4
Import Stations from ComXchange.....	4
Generate a Test Call .....	4

# ComXChange Call Accounting

## Introduction

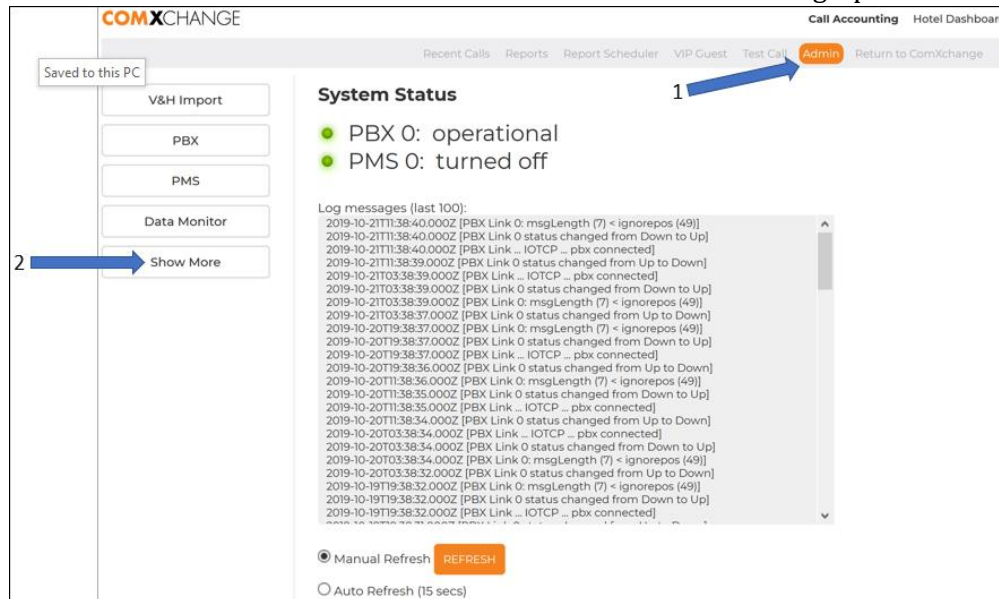
The ComXchange Call Accounting Server receives and analyzes Station Message Detail Recording (SMDR) records sent from the ComXchange PBX interface. If the Call Accounting Server determines there is a charge for the call based on the SMDR record information, it is sent out the PMS interface of the Call Accounting Server to the PMS system to be applied to the guest's account. The Call Accounting Server can be configured by a ComXchange Admin by accessing the Call Accounting Module in the in the ComXchange Web GUI. The Call Accounting Server must be licensed and the V&H file (Vertical and Horizontal file used to assess the distance between two points for call rating) must be ordered and delivered from 360 Networks before V&H Pricing setup can begin. This is intended to be a quick guide to process the V&H file and do basic configuration of the Call Accounting Server. For more detailed information please see the ComXchange Call Accounting Admin Guide which can be requested from 360networksllc.

## V&H Import Process and Configuration

Navigate to the Call Accounting Module: Report > Call Accounting

Open the Call Accounting Settings

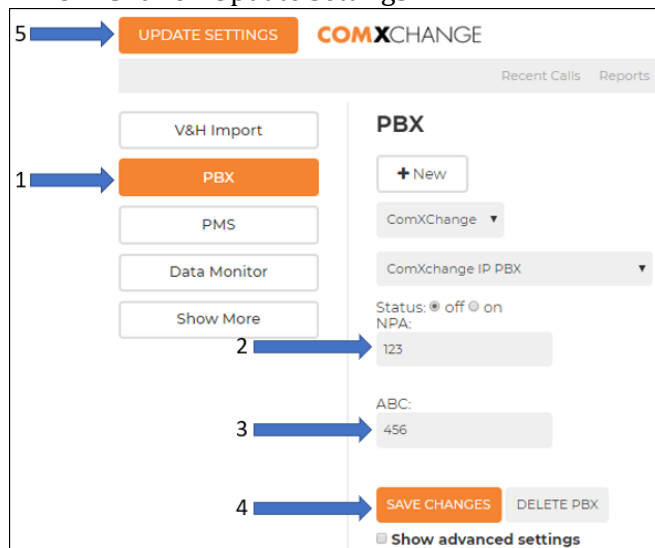
1. Click on the Admin button on the top menu to bring up the Call Accounting Settings
2. Click on the Show More Button to view all Call Accounting Options



## Configure PBX

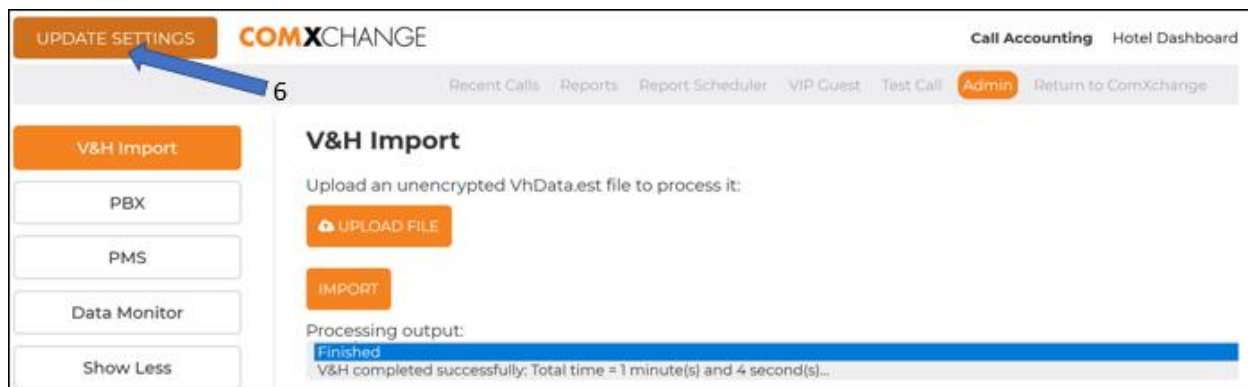
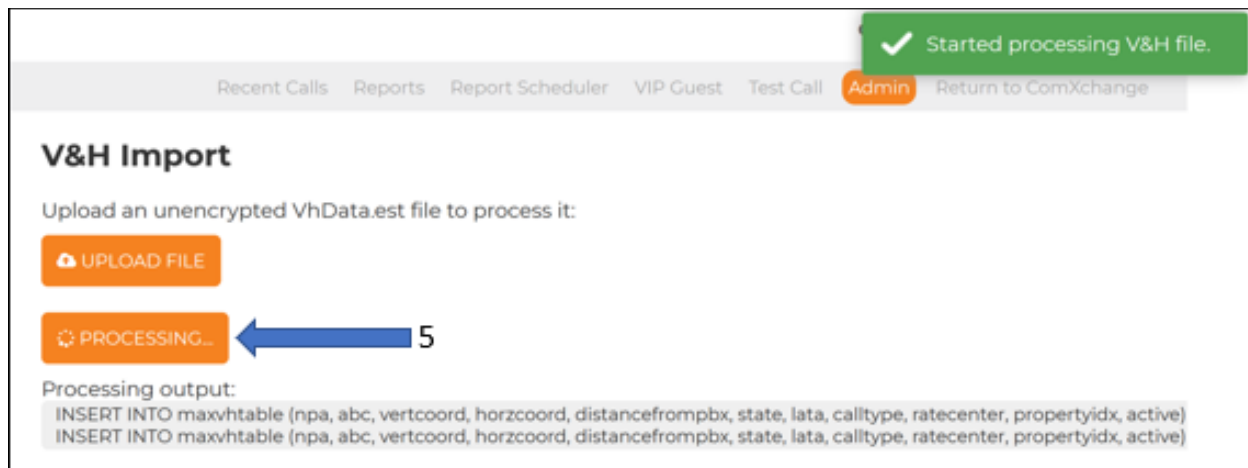
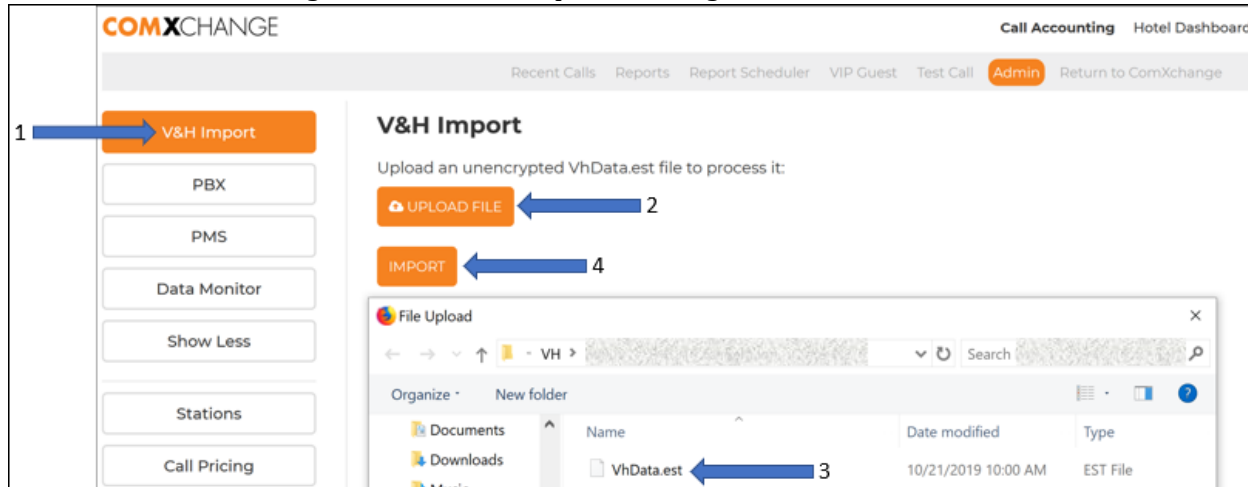
Add the Local Number NPA (Number Plan Area) and exchange Information. This will be the area code and three numbers directly after the area code.

1. Click on the PBX Button
2. Add the Area Code in the NPA field
3. Add the exchange numbers in the ABC field
4. Click on the Save Changes Button
5. Click on Update Settings



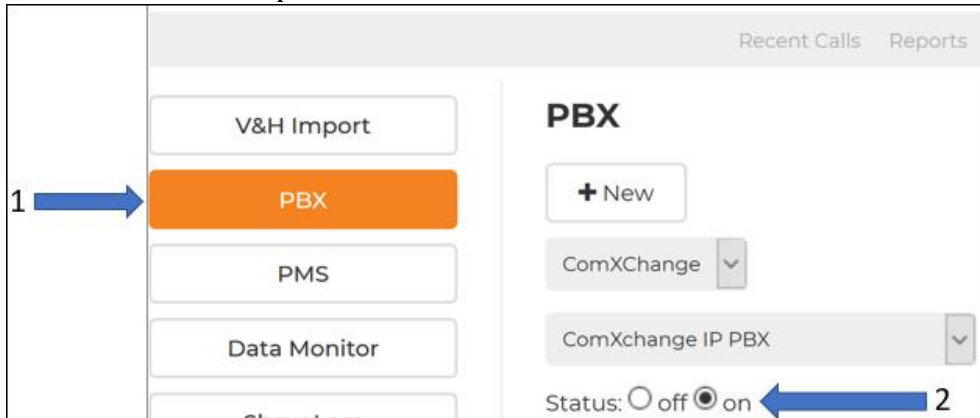
## Import the V&H File

1. Click on the V&H Import Button
2. Click on Upload File
3. In the popup window navigate to the VhData.est file
  - a. Double click or open the file
4. Click on Import
5. Wait for the V&H file to be processed
6. When Processing is Finished Click Update Settings



## Turn PBX Status to On

1. Click on the PBX Button
2. Click the on, option button to turn the PBX status to on

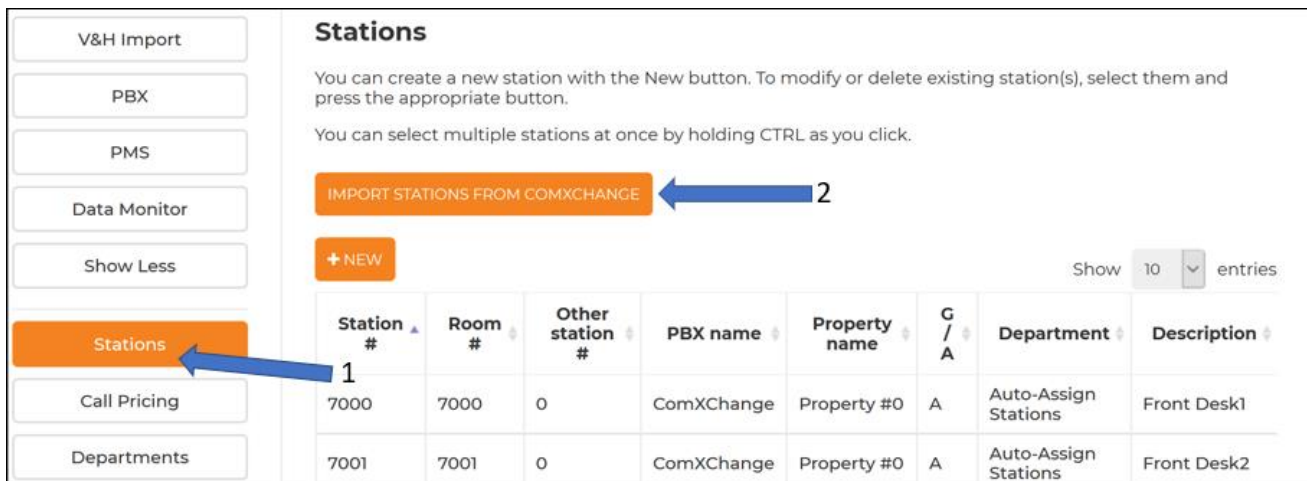


## Import Stations from ComXchange

The Call Accounting Module needs to know about the stations that are in the Staff and Guest Extensions to process charges to them.

1. Click on the Stations Button
2. Click on the IMPORT STATIONS FROM COMXCHANGE Button

**Note:** The G/A Field designates if the Station it A for Admin or G for Guest



## Generate a Test Call

1. Click on the Test Call Button on the top Menu
2. Choose a Guest Extension in the Station Number drop down
3. Choose whether you want to Post to the PMS
4. Click on the Current Date Button
5. Click on the Current Time
6. Enter the test number in the Dialed Digits Field
7. Choose a duration of more than 3 minutes
8. Click on the Submit Button
9. The Results will then populate on the page

Recent Calls Reports Report Scheduler VIP Queue **Test Call** Admin Return to ComXchange

**Call parameters:**

1 **Test Call**

2 Station: 7100

3 ☐ Post to PMS

PBX: ComXChange

Date (mm/dd/yyyy): 10/21/2019

4 **CURRENT DATE**

Time (h:mm:ss): 11:54:49

5 **CURRENT TIME**

6 Dialed Digits: 1608773100

7 Duration: 5 minutes 0 seconds

8 **SUBMIT**

9

**Call parameters:**

Station: 7100

☐ Post to PMS

PBX: ComXChange

Date (mm/dd/yyyy): 10/21/2019

**CURRENT DATE**

Time (h:mm:ss): 11:55:42

**CURRENT TIME**

Dialed Digits: 1608773100

Duration: 5 minutes 0 seconds

**SUBMIT**

**Result:**

Station Number: 7100

Room Number: 7100

Station Type: G

Dept. Number: 0

Charge Mod: Default Guest

Type of Call: INTER

Destination: CROSS PLAINS, WI

Base Charge: \$2.10

Billing Type: VNH Billing

Total Tax: \$0.00

Total Charge: \$3.68



360 Networks hopes that your experience with the ComXchange line of products is positive. For help, contact your authorized distributor or call 360 Networks directly.

# 360 NETWORKS

*Setting the New Standard*

6116 Darlin Drive

Suite D

Dane, WI 53529

608-773-1000

[www.360networksllc.com](http://www.360networksllc.com)

Release 1.0  
1.15.2020