

360 NETWORKS

Setting the New Standard

COMXCHANGETM

Call Accounting Admin Guide

360 NETWORKS
6116 Darlin Drive Dane, WI 53529

V. 1.15.2020

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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.

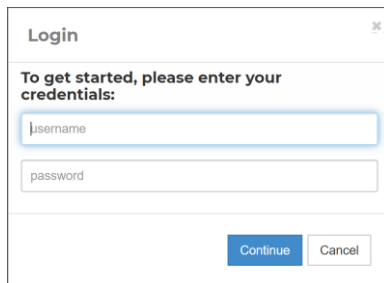
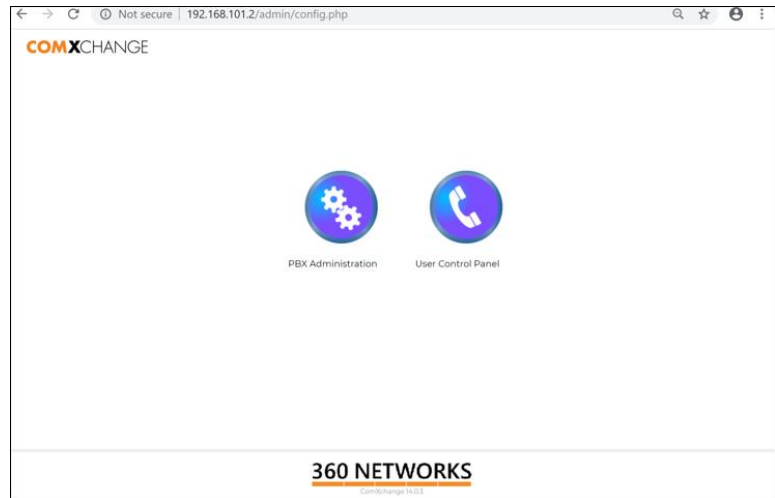
Accessing ComXchange Call Accounting

To access the ComXchange Call Accounting Module, first log into the ComXchange web GUI.

Logging In

The web interface is accessible at <http://192.168.101.2> by default.

Click on the PBX Administration and login with the default username/password of dealer/dealer.

Navigate to Reports > Call Accounting

COMXCHANGE

Call Accounting

Hotel Dashboard

Recent Calls

Reports

Report Scheduler

VIP Guest

Test Call

Admin

Return to ComXchange

RECENT LONG DISTANCE CALLS

Start time	Station	Duration	Dialed digits	Destination	Total charge
01/09/20 15:05:00	7005	00:00:24	16085	DODGEVILLE, WI	\$0.00
01/09/20 14:36:00	7005	00:00:01	16081	CROSS PLAINS, WI	\$0.00

Call Accounting Admin and Users

By default, a ComXchange Admin will be granted Call Accounting Server Access and will be logged into the server automatically when Navigating to the Call Accounting Module via the ComXchange Web GUI unless their Access has been restricted.

Call Accounting Users

ComXchange Admins can create other Users such as for Hotel Staff and grant them access to the Call Accounting Module. This is done in the ComXchange Users Module.

Navigate to Admin > User Management.

1. Choose any extension and click on the edit Action icon
2. Click on and open the Flyout Menu
3. Click on the Add User Button
4. Fill in the Login Name
5. Fill in a Password
6. Submit and Apply
7. Click on the edit Action icon of the new user
8. In the UCP tab click on the Yes button to allow Login
9. Click on the Call Accounting Tab and Assign permissions for the user

User Manager

What is User Manager

Users Groups Directories Settings

Send Email All Directories Search

Directory	Username	Display Name	First Name	Last Name	Linked Extension	Description	Action
<input type="checkbox"/> PBX Internal Directory	7000	Front Desk			none	-	1
<input type="checkbox"/> PBX Internal Directory	7001	Front Desk2	-	-	7001	Autogenerated user on new device creation	

COMXCHANGE Admin Advanced Configuration Core Configuration Guest Management Reports

Add User

2 3

Login Details User Details Advanced ComXchange Administration GUI Call Accounting Contact Manager

Login Name Description Password Groups All selected (1) Primary Linked Extension All selected (1)

Username	Description
7000	-
7001	Autogenerated user on new device creation
7002	Autogenerated user on new device creation
7003	Autogenerated user on new device creation
7050	Autogenerated user on new device creation
test	-

COMXCHANGE Admin Advanced Configuration Core Configuration Guest Management Reports

Add User

Login Details User Details Advanced ComXchange Administration GUI Call Accounting Contact Manager UCP

4 HotelUser

5 *****

6

Submit Reset Submit & Send Email to User

<input type="checkbox"/> PBX Internal Directory	7050	Lobby	-	-	7050	Autogenerated user on new device creation	
<input type="checkbox"/> PBX Internal Directory	HotelUser				none	-	7

Edit User

[Login Details](#)
[User Details](#)
[Advanced](#)
[ComXchange Administration GUI](#)
[Call Accounting](#)
[Contact Manager](#)
[UCP](#)

What is UCP

[General](#)
[Miscellaneous](#)
[Call History](#)
[Call Event Logging](#)
[Contact Manager](#)
[FindmeFollow](#)
[Voicemail](#)

Allow Login **8** [Yes](#) [No](#) [Inherit](#)

Edit User

[Login Details](#)
[User Details](#)
[Advanced](#)
[ComXchange Administration GUI](#)
[Call Accounting](#)
[Contact Manager](#)
[UCP](#)

Can access Call Accounting [?](#) [Yes](#) [No](#)

Has admin privileges in Call Accounting [?](#) [Yes](#) [No](#)

Can run reports [?](#) [Yes](#) [No](#) **9**

Can edit reports [?](#) [Yes](#) [No](#)

Can create reports [?](#) [Yes](#) [No](#)

Can delete reports [?](#) [Yes](#) [No](#)

Can set VIP [?](#) [Yes](#) [No](#)

Call Accounting User Permissions

1. Access – Allow a User to log into the Call Accounting Module or Not.
2. Admin – Has access to all features of the Call Accounting Module.
3. Run Reports – Can generate and email PDFs of reports.
4. Create Reports – Can create new report templates.
5. Delete Reports – Can delete report templates (except the preloaded report templates).
6. VIP - Can access the VIP Guest page and update the VIP Status of specific guest extensions.

Log into the UCP at 192.168.101.2/UCP and Click on the Call Accounting Link or use the Call Accounting Widget to Launch the Call Accounting Module.

COMXCHANGE

[Call Accounting](#)
[Hotel Dashboard](#)

[Add Dashboard](#)

DASHBOARD [Add Widget](#)

CALL ACCOUNTING (CALL ACCOUNTING)

Launch Call Accounting

Call Accounting Module Overview

Call Accounting Landing Page

The Landing page for the Call Accounting module will list the most recent Long Distance, Billable, and International calls. Across the top, in the gray bar there are navigation buttons to the various sections of the Call Accounting Module.

COMXCHANGE

Call Accounting

Hotel Dashboard

Recent Calls

Reports

Report Scheduler

VIP Guest

Test Call

Admin

Return to ComXchange

RECENT LONG DISTANCE CALLS

Start time	Station	Duration	Dialed digits	Destination	Total charge
12/13/19 15:18:50	125	00:06:00	16087731000	CROSS PLAINS, WI	\$4.41

Showing 1 to 1 of 1 entries

RECENT BILLABLE CALLS

Start time	Station	Duration	Dialed digits	Destination	Total charge
12/13/19 15:18:50	125	00:06:00	16087731000	CROSS PLAINS, WI	\$4.41

Showing 1 to 1 of 1 entries

RECENT INTERNATIONAL CALLS

Start time	Station	Duration	Dialed digits	Destination	Total charge
No data available in table					

Recent Calls

The **Recent Calls Button** will provide a list of the most recent calls that have been made on the ComXchange server. This will include the Station (Extension) that originated the call, the number that was dialed, the type of call and charges that would be assessed by the Call Accounting Server.

COMXCHANGE

Call Accounting

Hotel Dashboard

Recent Calls

Reports

Report Scheduler

VIP Guest

Test Call


Admin

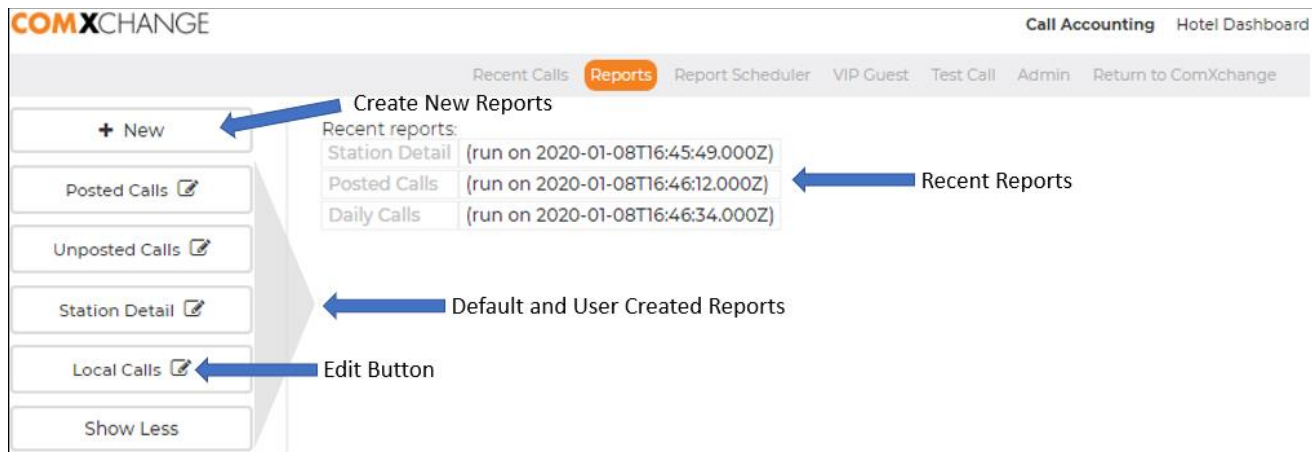
Return to ComXchange

Start time	Station	Duration	Dialed digits	Destination	Type of call	Total charge
01/09/20 15:08:00	7001	00:00:27	81608	UNKNOWN	Local	\$0.00
01/09/20 15:06:00	7001	00:00:00	81608	UNKNOWN	Local	\$0.00
01/09/20 15:06:00	7001	00:00:11	81608	UNKNOWN	Local	\$0.00
01/09/20 15:05:00	7005	00:00:24	16085	DODGEVILLE, WI	Interstate	\$0.00
01/09/20 15:03:00	7001	00:00:00	1608	DODGEVILLE, WI	Free	\$0.00
01/09/20 15:03:00	7001	00:00:00	81608	UNKNOWN	Local	\$0.00
01/09/20 14:41:00	7005	00:00:00	1608	CROSS PLAINS, WI	Free	\$0.00

Reports

The **Reports Button** will take you to the Reports landing page that lists default and user created reports in the sidebar on the left and displays a list of recently run reports center page. From here you can manually run reports and have them sent to an email as well as view, download and or print the report.

On the top of the left side bar is a **+ New** button for creating new reports, and you can click on the  icon to edit a report and change the information it will return.



Note: Note any new reports that are created will be available to all users with access to Call Accounting Reports.

Running a Report

1. Click on the Report you wish to run
 - a. Fill in any filters then click Run Report

After the report is run it will open the report where it can be downloaded or printed.

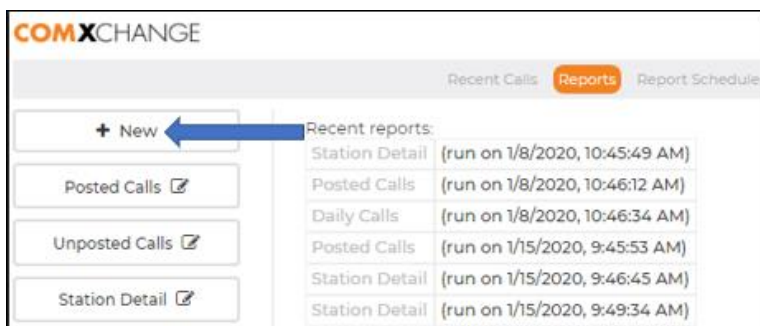
1579103374-6982.pdf

1 / 2

</

Creating a Report

To Create a new report, click on the + New Button on the reports page



Create a New Report

1. Create the report from scratch or choose an existing report as a template from the drop down
2. Fill in the Name field for the report
3. Click on Next

Note: The Preview Window may appear empty until partway through the design process or empty if Call Accounting hasn't received any call records. Also, the calls shown in the preview may not be the calls that appear in the report as some filters and constraints are not applied in preview.

4. Choose from Individual Calls or Call Totals
 - a. **Individual calls** – each row of the report will contain data about a single call
 - b. **Call Totals** – each row will contain data about a set of calls matching some criteria
5. Click Next

Steps:
1 2 3 4 5

Type of data

Individual Calls 4

NEXT 5

Individual Calls

Call Totals

Preview

CANCEL SAVE

6. Check which columns should be visible in the report
7. Click on Next

Steps:
1 2 3 4 5

Columns to include in the report

☒ Date

☒ Time

☒ Duration

☒ Dialed Digits

☒ Call Destination

☒ Call Charge

☒ Taxes

☒ Total Charges

☐ Station 6

☐ Room

☐ Department

☒ Type of Call

☐ Type of Station

☐ Type of Billing

☐ Calling Room

☐ Account Code

☐ Trunk

☐ PBX ID

☐ Property ID

☐ Posted status

NEXT 7

Preview

COMXCHANGE Default Property

New Report

Date	Time	Duration	Dialed Digits	Call Destination
12/13/19	15:18:50	00:06:00	1606	CROSS PLAI
12/16/19	10:49:42	00:03:00	1606	UNKNOWN
12/16/19	10:49:42	00:04:00	6085	GEORGETO
12/16/19	10:49:42	00:04:00	6085	GEORGETO
12/16/19	10:49:42	00:04:00	1606	UNKNOWN
12/16/19	10:51:23	00:04:00	1606	UNKNOWN
12/16/19	10:51:23	00:04:00	8160	2 UNKNOWN
12/16/19	10:51:46	00:06:00	6085	GEORGETO
12/16/19	10:51:46	00:06:00	6085	GEORGETO
12/16/19	10:52:33	00:04:00	7207	DENVER, CC
12/16/19	10:53:06	00:06:00	6087	GEORGETO
12/16/19	10:53:31	00:06:00	6087	GEORGETO
12/16/19	11:00:29	00:03:00	1606	UNKNOWN
12/16/19	11:00:46	00:05:00	6087	GEORGETO
12/16/19	11:01:20	00:09:00	6087	GEORGETO

CANCEL SAVE

8. Choose the Display Options
 - a. **Column to group by:** If an option from this drop down is chosen the reports data will be ordered with like valued calls being grouped together based on the selection

Example: if Station is selected, the report will display all calls made from one station grouped together followed by all calls made from the next station grouped together
 - b. **Columns to total:** Checked columns will include a “Totals” at the end, totaling the selected columns’ values
9. Click Next

Steps:
1 2 3 4 5

Display options

Column to group by (optional)
Station ← 8

Columns to total at the end of the report (optional)
☒ Duration
☒ Call Charge
☒ Taxes
☐ Total Charges
☐ Total Calls

NEXT ← 9

Name
New Report

Preview

COMXCHANGE Default Property

New Report

Date	Time	Duration	Dialed Digits	Call Destination
125:				
01/03/20	14:05:25	00:04:00	606	DODGEVILLE WI
01/03/20	14:06:47	00:05:00	606	DODGEVILLE WI
01/03/20	15:07:31	00:07:00	606	DODGEVILLE WI
01/03/20	15:08:15	00:03:00	606	DODGEVILLE WI
12/13/19	15:18:50	00:06:00	160	CROSS PLAINS, WI
Totals				
Duration	Call Charge	Taxes		
00:41:40	\$18.39	\$0.00		

Station

CANCEL SAVE

10. Choose any **Absolute Constraints** by clicking the New Button
 - a. These are filters that apply every time the report is run
 - b. In the example below the report will display calls made from 11/01/2019 through 1/1/2020 from room 101
11. Click Next

Steps:
1 2 3 4 5

Absolute constraints (optional)

Column must this value
 Date be on or after 11/01/2019

Column must this value
 Date be on or before 01/01/2020

Column must this value
 Station be exactly 101

NEW ← 10

NEXT ← 11

Name
New Report

Preview

COMXCHANGE Default Property

New Report

Date	Time	Duration	Dialed Digits	Call Destination
125:				
01/03/20	14:05:25	00:04:00	606	DODGEVILLE WI
01/03/20	14:06:47	00:05:00	606	DODGEVILLE WI
01/03/20	15:07:31	00:07:00	606	DODGEVILLE WI
01/03/20	15:08:15	00:03:00	606	DODGEVILLE WI
12/13/19	15:18:50	00:06:00	160	CROSS PLAINS, WI
Totals				
Duration	Call Charge	Taxes		
00:41:40	\$18.39	\$0.00		

CANCEL SAVE

12. Specify any **Configurable Constraints** by clicking the New Button
 - a. These are constraints that are chosen when the report is run
 - b. In the example below we have created a constraint that allows a user to choose the minimum and maximum total charges to a call that will appear in the report
13. Click on Save

Steps:
1 2 3 4 5

Configurable constraints (optional)

Label: Minimum Total Charge column: Total Charges
must: be at least (value chosen at runtime)

Label: Maximum Total Charge column: Total Charges
must: be less than or equal to (value chosen at runtime)

NEW ← 12

13 → SAVE

Preview

COMXCHANGE
New Report

Date	Time	Duration	Dialed Digits	Call Destination
01/03/20	14:05:25	00:04:00	606	DODGEVILLE WI
01/03/20	14:06:47	00:05:00	606	DODGEVILLE WI
01/03/20	15:07:31	00:07:00	606	DODGEVILLE WI
01/03/20	15:08:15	00:03:00	606	DODGEVILLE WI
12/13/19	15:18:50	00:06:00	160	CROSS PLAINS, WI

Totals

Duration	Call Charge Taxes
00:41:40	\$18.39 \$0.00

To Delete a report, Click the  icon then click the Delete button below the preview pane.

Report Scheduler

The **Report Scheduler** allows you to automatically run and email a report in PDF form at a daily, weekly, or monthly interval. You can only schedule reports that do not contain Configurable Restraints.

To create a new schedule, click on the +New Button.

COMXCHANGE

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

+ New Choose an existing schedule to the left, or click New to create a new one.

Create a Report Schedule

1. Fill in the "Name this Schedule" field
2. Choose a report from the dropdown
3. Choose an interval from the Run report dropdown
 - a. Once the report schedule is created it will run at midnight on the appropriate days
4. Fill in an email address in the E-mail report to field
 - a. Multiple addresses can be entered separated by a comma
5. Click on Save

Report Scheduler

1 → Name this schedule: Daily Station Detail Repo

2 → Report: Station Detail

3 → Run report...: Daily

4 → E-mail report to...: test@email.com

5 → SAVE

Posted Calls
Unposted Calls
Station Detail
Local Calls
Incoming Calls by Destination
Chronological Report
Calls with taxes
Daily Calls
Test
New Report

To modify or delete a schedule click on the schedule, make the changes you want then click on Save or click on the delete button then confirm.

Report Scheduler

[+ New](#)

[Daily Station Detail Report](#)

Name this schedule
Daily Station Detail Repoi

Report
Station Detail

Run report...
Daily

E-mail report to...
test@email.com

SAVE **DELETE**

VIP Guest Button

The **VIP Guest** page allows you to toggle a “VIP” status for specific guest extensions. This feature is useful if you want to grant special discounts on calling rates to specific rooms. VIP rates are configured in the [Call Pricing](#) section of the **Admin** area.

To designate an extension as a VIP extension, simply check the box next to that extension. The changes take place immediately.

COMXCHANGE Call Accounting Hotel Dashboard

[Recent Calls](#) [Reports](#) [Report Scheduler](#) **[VIP Guest](#)** [Test Call](#) [Admin](#) [Return to ComXchange](#)

To enable VIP status for a guest's room, check the "Is VIP?" box next to the appropriate room.

Station #	Room #	Other station #	PBX name	Property name	Department	Is VIP?	
125	125	0	ComXChange	Default Property	Auto-Assign Stations	125	<input checked="" type="checkbox"/>
7000	7000	0	ComXChange	Default Property	Auto-Assign Stations	Front Desk1	<input type="checkbox"/>
7001	7001	0	ComXChange	Default Property	Auto-Assign Stations	FrontDesk2	<input type="checkbox"/>
7002	7002	0	ComXChange	Default Property	Auto-Assign Stations	MOD	<input type="checkbox"/>
7004	7004	0	ComXChange	Default Property	Auto-Assign Stations	Softphone	<input type="checkbox"/>
7005	7005	0	ComXChange	Default Property	Auto-Assign Stations	soft phone 2	<input type="checkbox"/>
7006	7006	0	ComXChange	Default Property	Auto-Assign Stations	staff analog	<input type="checkbox"/>
7100	7100	0	ComXChange	Default Property	Auto-Assign Stations	7100	<input checked="" type="checkbox"/>
7101	7101	0	ComXChange	Default Property	Auto-Assign Stations	7101	<input checked="" type="checkbox"/>

Test Call Button

The **Test Call** feature allows you to see how a call, given a set of parameters, would be priced. **Note:** this cannot work until the Call Accounting Server has [Stations](#) added in the Admin area.

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

The screenshot displays the 'Test Call' interface in the COMXCHANGE system. The top navigation bar includes links for 'Recent Calls', 'Reports', 'Report Scheduler', 'VIP Guest', 'Test Call' (highlighted with a blue arrow labeled '1'), 'Admin', and 'Return to ComXchange'.

The 'Call parameters:' section on the left contains the following fields and controls:

- Station:** A dropdown menu with '7100' selected (indicated by arrow '2').
- Post to PMS:** An unchecked checkbox (indicated by arrow '3').
- PBX:** A dropdown menu with 'ComXChange' selected.
- Date (mm/dd/yyyy):** A date field showing '10/21/2019'.
- Time (hh:mm:ss):** A time field showing '11:54:49'.
- Dialed Digits:** A text input field containing '16087731000' (indicated by arrow '6').
- Duration:** A field showing '5' minutes and '0' seconds (indicated by arrow '7').
- Buttons:** 'CURRENT DATE' (indicated by arrow '4'), 'CURRENT TIME' (indicated by arrow '5'), and 'SUBMIT' (indicated by arrow '8').

A large blue arrow labeled '9' points from the 'SUBMIT' button to the 'Result:' section on the right. The 'Result:' section displays the following information:

- 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

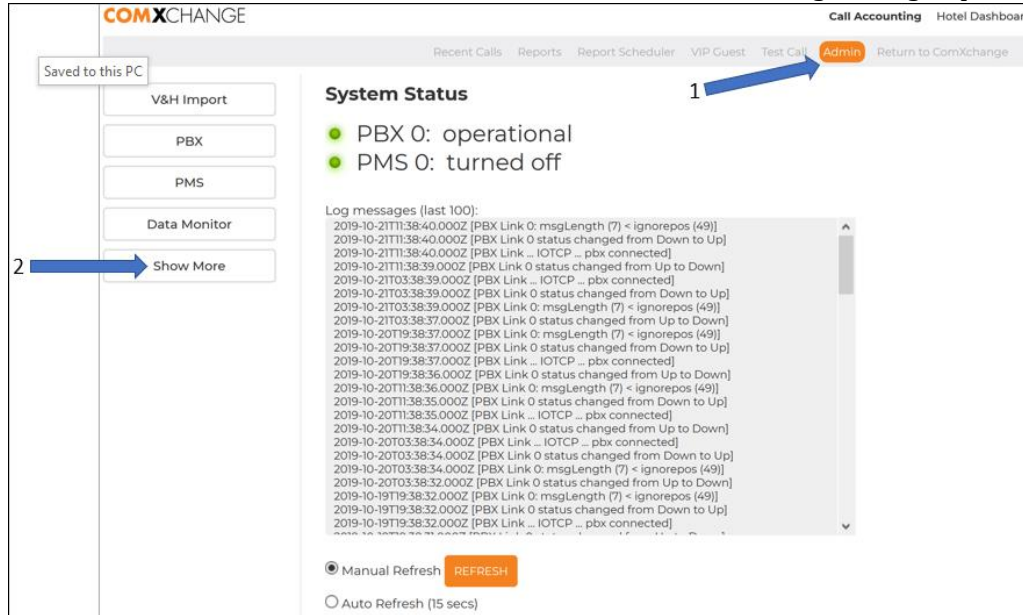
Call Accounting Configuration Overview (Admin)

Open the Call Accounting Admin Settings

The Admin section contains the most highly-restricted of the Call Accounting Module. These are features that are commonly used when first configuring the Call Accounting Server.

Click on the Admin button on the top menu to bring up the Call Accounting Settings

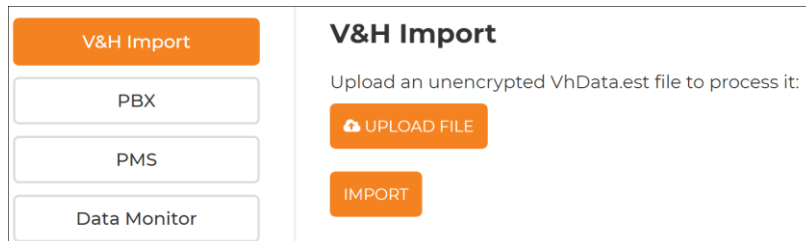
- a. On the left side of the screen are buttons to navigate the Call Accounting Settings
2. Click on the Show More Button to view all Call Accounting Settings Options



V&H Import

The **V&H Import** page is where you can upload a V&H table file for Call Accounting to process and populate its database.

Note: there are steps that need to be finished before the V&H file is uploaded and the process will be discussed later in the document in the [V&H Process and Configuration](#) Section



PBX

The **PBX Page** provides the ability to turn the interface to the PBX (ComXchange Server) on and off and add the 3 digit area code(NPA -Number Plan Area) and exchange (ABC) numbers to define the local numbers for the PBX. The numbers affect the V&H Import process and should be set prior to import.

V&H Import
PBX
PMS
Data Monitor
Show Less
Stations
Call Pricing
Departments
System Status

PBX

+ New

ComXChange ▾

▾

Status: ☒ off ☐ on

NPA: 720

ABC: 728

SAVE CHANGES

DELETE PBX

☐ Show advanced settings

PBX Advanced Settings

Click on the Advanced Settings Check box to manage the settings of the PBX Interface that connects to the SMDR interface of the ComXchange Server such as, the formats the PBX uses to communicate and the communication parameters of the interface.

Show advanced settings

Outgoing Format

Incoming Format

Internal Format

Wakeup Format

Communication Params

General

Fields

Controls

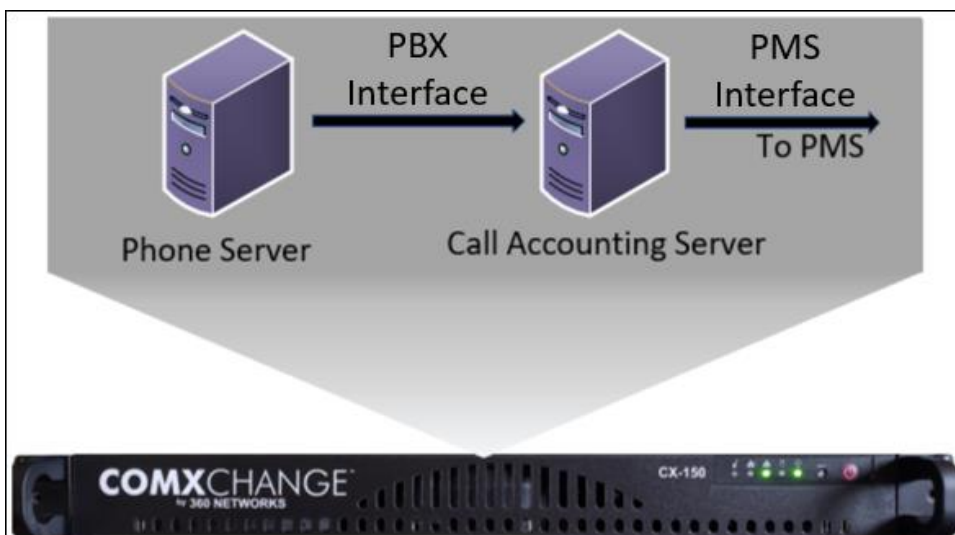
Field types

Field	Pos	Len	Format
Station	0	15	+b
Blank	15	1	
Date	16	10	mm/dd/yyyy
Blank	26	1	
Time	27	5	hh:mm

Blank ▾

ADD

Note: The advanced settings for the PBX are setup by default and should not need to be changed. Below depicts the Call Accounting Server receiving SMDR info where it is processed then sending Call to the PMS System.



PMS

The **PMS Page** provides the ability to turn the interface to the PMS on and off. This is where you will need to make any changes to the Call Accounting interface to the PMS. There are also tabs that can be modified for the interface with an important one being the Communication Params Tab

PMS Communication Parameters

The PMS Communication Parameters are the settings for the interface between the Call Accounting Server and the PMS System. This can be over Serial or IP. If you are interfacing with Fosse there is a checkbox to match their communication standard.

V&H Import
PBX
PMS
Data Monitor
Show Less

Stations
Call Pricing
Departments
System Status
Local Numbers
Special Numbers
General Settings

Stations

You can create a new station with the New button. To modify or delete existing station(s), select them and press the appropriate button.

You can select multiple stations at once by holding CTRL as you click.

IMPORT STATIONS FROM COMXCHANGE

+ NEW

Show 10 entries

Station #	Room #	Other station #	PBX name	Property name	G / A	Department	Description
125	125	0	ComXChange	Property #0	G	Auto-Assign Stations	125
7000	7000	0	ComXChange	Property #0	A	Auto-Assign Stations	Front Desk1
7001	7001	0	ComXChange	Property #0	A	Auto-Assign Stations	FrontDesk2
7002	7002	0	ComXChange	Property #0	A	Auto-Assign Stations	MOD
7004	7004	0	ComXChange	Property #0	A	Auto-Assign Stations	Softphone
7005	7005	0	ComXChange	Property #0	A	Auto-Assign Stations	soft phone 2
7006	7006	0	ComXChange	Property #0	A	Auto-Assign Stations	staff analog
7100	7100	0	ComXChange	Property #0	G	Auto-Assign Stations	7100
7101	7101	0	ComXChange	Property #0	G	Auto-Assign Stations	7101

Import Stations

After the staff and guest extensions have been loaded in the ComXchange Server you can import them from ComXchange by clicking on the IMPORT STATIONS FROM COMXCHANGE button. This can be done again later if more extensions are created.

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Stations

You can create a new station with the New button. To modify or delete existing station(s), select them and press the appropriate button.

You can select multiple stations at once by holding CTRL as you click.

IMPORT STATIONS FROM COMXCHANGE ← Import from ComXchange

+ NEW

Show 10 entries

Station #	Room #	Other station #	PBX name	Property name	G / A	Department	Description
125	125	0	ComXChange	Property #0	G	Auto-Assign Stations	125
7000	7000	0	ComXChange	Property #0	A	Auto-Assign Stations	Front Desk1

1. You can use the New button to create a station manually

Stations

You can create a new station with the New button. To modify or delete existing station(s), select them and press the appropriate button.

You can select multiple stations at once by holding CTRL as you click.

IMPORT STATIONS FROM COMXCHANGE

+ NEW ← Manually Create a Station

Station #	Room #	Other station #	PBX name
125	125	0	ComXChange
7000	7000	0	ComXChange

Station No. 126
Room No. 126
Other Station No. 0
Property: Property #0
PBX: ComXChange
Type: G
Department: Auto-Assign Stations
SAVE

2. You can Modify or Delete a Station by highlighting a station which will then show the Modify and Delete Option.
 - a. You can highlight multiple stations at a time using the Ctrl or Shift Keys

Stations

You can create a new station with the New button. To modify or delete existing station(s), select them and press the appropriate button.

You can select multiple stations at once by holding CTRL as you click.

IMPORT STATIONS FROM COMXCHANGE

+ NEW

MODIFY DELETE ←

Show 10 entries

Station #	Room #	Other station #	PBX name	Property name	G / A	Department	Description
125	125	0	ComXChange	Property #0	G	Auto-Assign Stations	125

Call Pricing

The **Call Pricing Page** is where you can view and modify the rates the property charges guests for different types of phone calls (Local, Intrastate, Interstate, etc)

1. Calls can be priced by V&H Billing or Flat Rate Billing
 - a. **V&H Billing** is the standard billing formula. Calls are priced according to rates set in the V&H tables. These tables will be populated by the [V&H Import process](#).
 - b. **Flat Rate Billing** is a pricing structure where calls are charged an initial amount (**Initial Billing Rate Period**) and granted a set amount of time for the phone call (**Initial Billing Period Duration**). If the phone call exceeds the number of seconds specified in Initial Billing Period Duration, the customer is then charged an additional cost (**Additional Billing Period Rate**) and granted an additional amount of time (**Additional Billing Period Duration**).

Call Pricing

You can create, modify, or delete pricing configurations here.

+New

Default Guest ▼

Description
Default Guest

Choose type of call:
Local ▼

☐ V&H Billing
 ☒ Flat Rate Billing
 ← V&H or Flat Rate

Initial Billing Period Duration (Seconds)	Initial Billing Period Rate (\$)	Additional Billing Period Duration (Seconds)	Additional Billing Period Rate (\$)
0	0	0	0
Markup Amount (%)	Markdown Amount (%)	Surcharge Amount (\$)	Minimum Required Duration (Seconds)
0	0	0	20
Tax 1 Amount (%)	Tax 2 Amount (%)	Tax 3 Amount (%)	Tax 4 Amount (%)
0	0	0	0
Tax 5 Amount (%)			
0			

DELETE PRINT SAVE

Departments

The **Departments Page** provides the ability to create, modify, and delete the apartments that can be assigned in the [Stations Page](#) and used for reporting.

Department configuration

1. New – to create a new department click on the +New button then fill in the ID number, description, and its associated modified charge group
2. Modify – To modify a department click on the department then click the Modify Button.
3. Delete – To delete a department click on the department then click the Delete Button.

Departments

You can create a new department with the New button. To modify or delete existing department(s), select them and press the appropriate button.

+NEW MODIFY DELETE Show 10 entries

Department #	Description
0	Auto-Assign Stations
1	General Administrative
2	Engineering
3	Food & Beverage
4	Housekeeping
5	Sales
6	Front Desk
7	Managers
8	Meeting Rooms

Showing 1 to 9 of 9 entries: 1 row selected Previous 1 Next

System Status

The **System Status Page** describes the state of the PBX and the PMS Interfaces. It Also displays a log of messages recently generated by the system.

System Status

- PBX 0: operational
- PMS 0: operational

Log messages (last 100):

```

1/3/2020, 3:16:28 PM [PMS Link 0 status change from Up to Down]
1/3/2020, 3:16:27 PM [PBX Link ... IOTCP ... pbx connected]
1/3/2020, 3:16:27 PM [PBX Link 0 status changed from Down to Up]
1/3/2020, 3:16:27 PM [PBX Link 0: msgLength (7) < ignorepos (49)]
1/3/2020, 3:16:23 PM [CDR Processing - Startup]
1/3/2020, 3:16:23 PM [PBX Link 0 status is Down]
1/3/2020, 3:16:23 PM [PBX Link 0 successfully opened UDP Port 65000]
1/3/2020, 3:16:22 PM [PMS Link 0: Startup(0): outType=FlexPMS, svcLvl=Level2..]
1/3/2020, 3:16:22 PM [PMS Link 0 status change from Down to Up]
1/3/2020, 3:16:22 PM [PMS Link 0 successfully opened COM Port 1]
1/3/2020, 3:13:05 PM [PBX Link 0: Msg spooled to pricing queue(rec-0)]
1/3/2020, 3:12:48 PM [PBX Link ... IOTCP ... pbx connected]
1/3/2020, 3:12:48 PM [PBX Link 0 status changed from Down to Up]
1/3/2020, 3:12:48 PM [PBX Link 0: msgLength (7) < ignorepos (49)]
1/3/2020, 3:12:47 PM [PBX Link 0 status changed from Up to Down]
1/3/2020, 3:11:07 PM [PBX Link ... IOTCP ... pbx connected]
1/3/2020, 3:11:07 PM [PBX Link 0 status changed from Down to Up]
1/3/2020, 3:11:07 PM [PBX Link 0: msgLength (7) < ignorepos (49)]
1/3/2020, 3:11:05 PM [CDR Processing - Startup]
1/3/2020, 3:11:05 PM [PBX Link 0 status is Down]

```

☒ Manual Refresh **REFRESH**
☐ Auto Refresh (15 secs)

Local Numbers

The **Local Numbers Page** allows you to examine and modify the list of area codes and exchange numbers that are considered “Local” to your property for call pricing purposes.

This can be useful when you want to charge local rates to your guests for numbers dialed with a specific NPA/ABC combination that would otherwise be considered a long-distance call.

Note: Any NPA/ABC combinations added here will only affect what your property charges your guests. It doesn't affect the charge the property is billed for the calls.

Special Numbers

The **Special Numbers Page** is where you can assign a prefix or a digit pattern a charge model and call type. This allows you to assign it to be free or charged at a rate.

1. New – To add new prefixes/digit patterns by clicking the +New button.
2. Modify – To modify a special number click the number then click the Modify button.
3. Delete – To delete a special number click on the number then click the Delete button.

Prefix	...dialed from property	...for a station in department	Should be billed as...	Description	Charge Mod	Type of Call
1411	Default Property	Auto-Assign Stations		Information	Default Staff	Other 1
1411	Default Property	Auto-Assign Stations		Information	Default Guest	Other 1
1800	Default Property	Auto-Assign Stations		Toll Free	Default Guest	Free
1800	Default Property	Auto-Assign Stations		Toll Free	Default Guest	Free
1866	Default Property	Auto-Assign Stations		Toll Free	Default Staff	Free

General Settings

The **General Settings Page** Allows you to update the property name

Settings

You can manage general settings here.

Property name
Default Property

Backend call time correction (in hours)
0

Frontend call time correction (in hours)
0

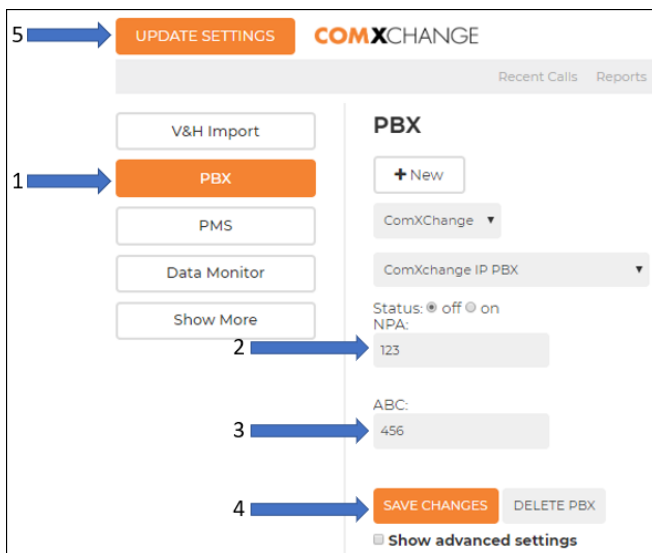
SAVE CHANGES

V&H Import Process and Configuration

Configure PBX

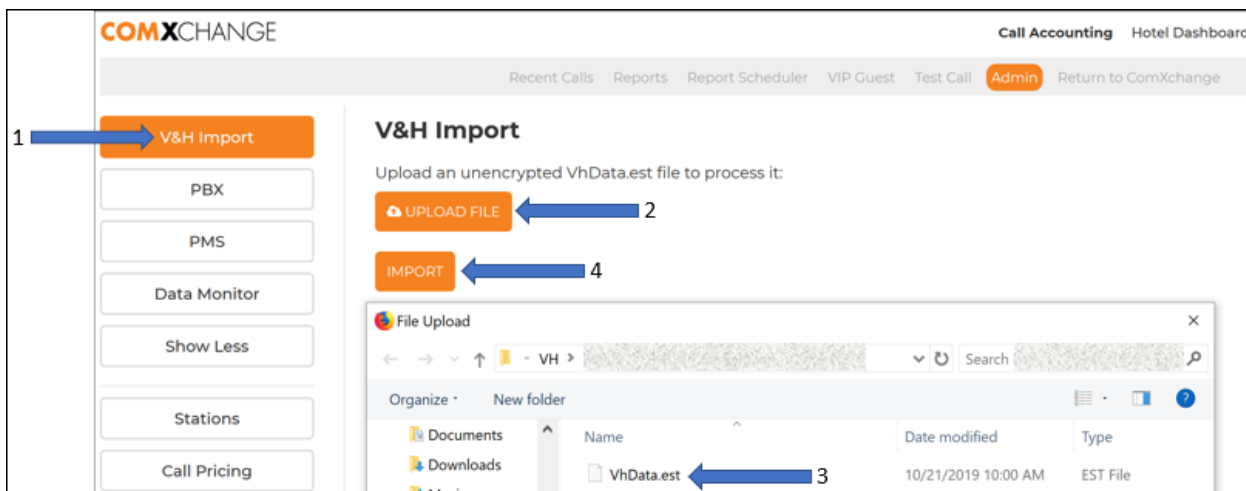
Add the Local Number NPA (Number Plan Area) and exchange Information. This will be the area code and three numbers directly after the area code.

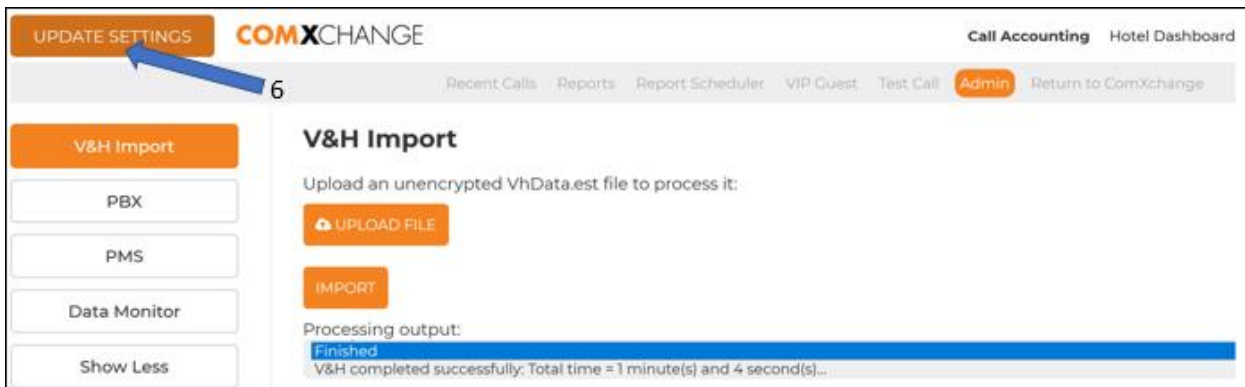
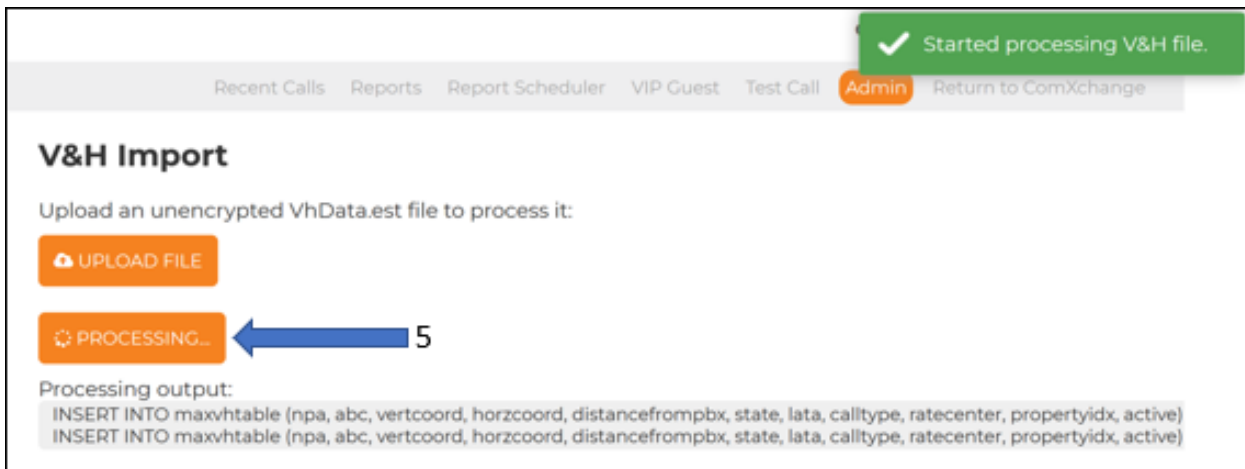
1. Click on the PBX Button
2. Add the Area Code in the NPA field
3. Add the exchange numbers in the ABC field
4. Click on the Save Changes Button
5. Click on Update Settings



Import the V&H File

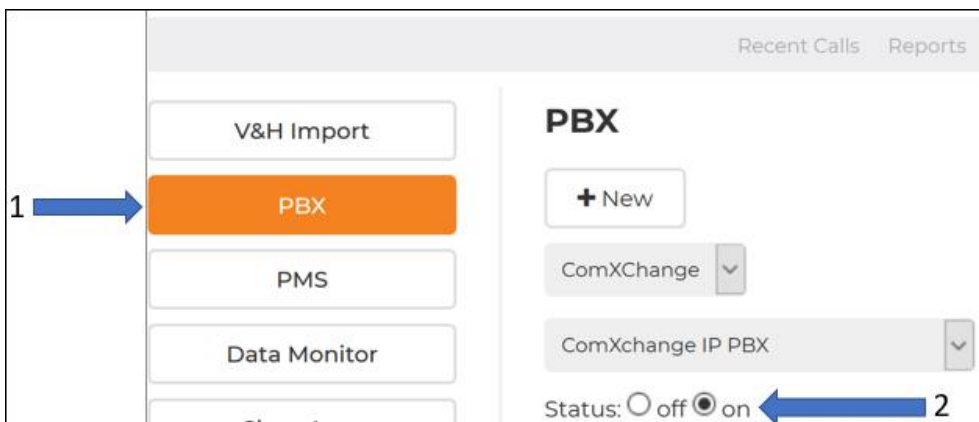
1. Click on the V&H Import Button
2. Click on Upload File
3. In the popup window navigate to the VhData.est file
 - a. Double click or open the file
4. Click on Import
5. Wait for the V&H file to be processed
6. When Processing is Finished Click Update Settings





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 is A for Admin or G for Guest

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Stations

You can create a new station with the New button. To modify or delete existing station(s), select them and press the appropriate button.

You can select multiple stations at once by holding CTRL as you click.

IMPORT STATIONS FROM COMXCHANGE ← 2

+ NEW

Show 10 entries

Station #	Room #	Other station #	PBX name	Property name	G / A	Department	Description
7000	7000	0	ComXChange	Property #0	A	Auto-Assign Stations	Front Desk1
7001	7001	0	ComXChange	Property #0	A	Auto-Assign Stations	Front Desk2

Create a Test Call

After the stations have been added you will be able to make a test call to verify the Call Accounting Server is configured correctly. For detailed instructions on how to make a test call see the [Generate a Test Call](#) Section

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

1

2

3

4

5

6

7

8

Call parameters:

Station: 7100

☐ Post to PMS

PBX: ComXChange

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

CURRENT DATE

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

CURRENT TIME

Dialed Digits: 1608773100

Duration: 5 minutes 0 seconds

SUBMIT

9

1

Call parameters:

Station: 7100

☐ Post to PMS

PBX: ComXChange

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

CURRENT DATE

Time (hh: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: \$3.69

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

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