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REGISTRATION

How to Register your Man3000 Software

- Registering of your Man3000 Software is password protected.
- The "Technical" Passwords allows editing of the registration form as well as entering the registration code.
- The "Management" Password only allows for the entering of the registration code.

STEP 1 - Location of Form
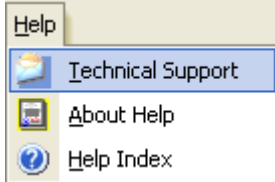
- From the **Help** Menu: "**Technical Support**" to access the Man3000 Software Registration Form.

- If the copy of Man3000 was not registered and a report was to be run, a **warning** message appears to inform the user that the program is not registered and a
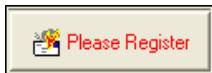
 button will be placed on the main screen from where the technician or client can access the registration form and enter the registration key.

No password is required to access this quick access button and will reset
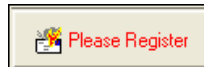
the password back to after registration key was entered. This option can only be used for entering the registration code and not for editing of the registration code.

STEP 2 - Accessing Registration Form

- Once you have opened the registration form, select the [Edit] option. A warning message will be displayed as soon as the edit button is clicked, this is only to warn the individual that any alterations to the registration form will affect the registration and if changed need to be re-registered.
- Continue by clicking "**Yes**".
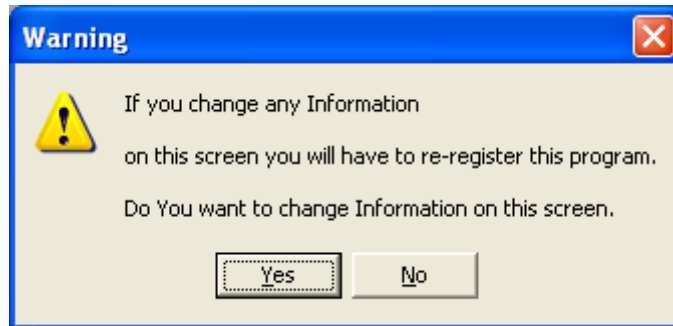
- Confirmation Warning appears.
- Continue by clicking "**Yes**".
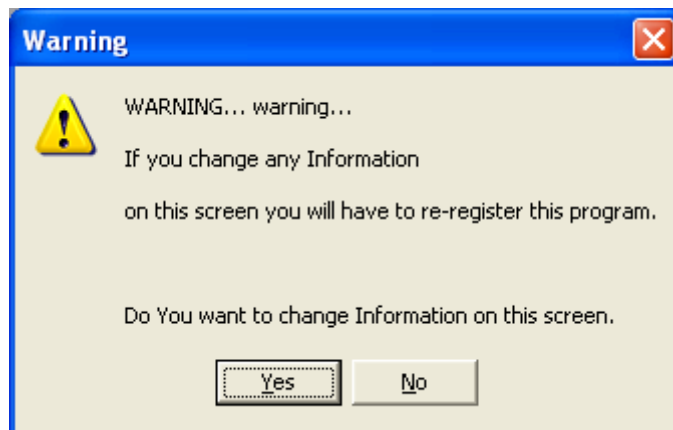
STEP 3 - Completing of Registration Form

- You have now accessed the Man3000 Software Registration Form, please complete all the fields found within the form in detail.
- Once completed the form must be **Saved** before the **Print** or **Email Registration Form** option will appear.
- If the **Print** button does not come up, please make sure that the buffer and PC has proper two-way communication.

STEP 4 - Submitting the Registration Form

Manual

- Once the Technician has completed the Registration Form, submit the form along with an Official Purchase Order (if required) from the Support Company to Technical Information System via **fax** to be processed.

Automatic

- For automated registration options, use the **<u>Email Registration Form</u>** option and follow these steps:

  1. The technician should firstly phone into TIS's server to obtain a one time password for the relevant registration and for this the technician needs to ensure his/her CLIP is activated on their cell phone to allow the server to recognize the number (technician). The server number to be dialled is 082-821 1766. Once this number is dialled, allow the call to ring three times only and do not wait for an answer and hang up.
  2. If you are a registered technician with Man3000, the system will automatically send you a SMS with the One Time Password.
  3. This One Time Password should only be used once and is only valid for two hours.
  4. The technician cell phone number and the One Time Password will be cross-referenced when the registration code is generated.
  5. This process should be repeated when another registration is to be done.

Complete Email Registration Form as follows:
- o Enter technician first name and surname.
- o Enter technician cell phone number.
- o Enter One Time password obtained in previous steps.
- o Confirm One Time Password.
- o Enter Job/Order number if required.

NB!! Ensure the details completed above are correct to ensure successful registration.

STEP 5 - Entering Registration Code

Technical Information Systems will in return send the Support Company the Registration Code, which needs to be entered into the Registration Form, so that full functionality of the Man3000 Software may be accessed.

To enter the Registration Code, you will need to access the Registration Form, once in the form:
- Click the "**Registration**" button, which will allow you to edit the Registration Code field.
- Enter your 16 digit Registration Code. **NB** Please make sure that you have entered the code correctly.
- Save the changes to the Registration Form and Close.
- Your Man3000 Software is now a Registered Version of Man3000 Telephone Management Software.

OPERATIONS MANUAL

Introduction

The MAN3000 Telephone Information Software provides a complete solution to the problem of controlling telephone overheads.

Advantages of the MAN3000 Telephone Information Software are:

- ✓ Verification of the telephone account.

- ✓ Control the costs for individual extensions and departments.

- ✓ A means to establish when and by whom specific telephone calls were made.

- ✓ A means to immediately establish the cost of telephone calls just made.

The objective of MAN3000 is to provide a Telephone Information System that is reliable and easy to use. The management system consists of a Buffer Box, (which is installed between the PABX and the PC) and PC Based Windows Software. If no PABX is being used, a 4X4 Telephone Scanner can replace the Buffer Box.

The Buffer Box receives information from the PABX, logs the correct date and time received from the PC for each telephone call record and stores these call records for later transmission to the PC. Approximately 3000 call records can be stored in a standard Buffer Box (upgradeable). The Buffer Box features an internal battery back up, allowing it to operate for 4 days in the absence of mains power.

If a 4x4 Telephone Scanner is used, telephone calls are scanned directly from the exchange line and stored in the scanner. The Scanner can buffer +/-600 call records and can be upgraded to +/-2 000 call records. These telephone call records will be transferred to the PC as in the case of a Buffer Box. The 4x4 Scanner also includes an internal battery back up.

Each time the PC is switched on, (If the Man3000 program was added to the Start-Up menu) the Man3000 Software will retrieve the calls stored in the buffer box and transfer them to the database on the PC's hard disk. Buffered call records are downloaded in minimal time and the PC is still available to execute its usual tasks. A special Data Transfer technique is used to transfer data between the buffer box and the PC; thus Telephone Call Records will not be lost in the event of a communication break. When it is desired to examine or view the telephone call information, this is accomplished with ease.

Features of the MAN3000 Program

The MAN3000 software runs on any IBM compatible PC running on Windows '95, '98, '2000, 'NT 4.00, ' ME, 'XP and 'Vista.

<u>The main features of the software are:</u>

- The costing and allocation of telephone calls are fully automatic.

- Up to 20 000 extensions can be accommodated.

- Carriers (i.e. Telkom, MTN, Vodacom, Cell C, Virgin Mobile, etc.) each having their own costing structure. (Multi Code Books).

- 1000 Departments, each with it's own costing. Extensions are associated with departments.

- Departments are allocated with one of three mark-up percentages, which consist of three levels:

   - **Standard**   **114 %**
   - **High**   **120 %** (Standard Default Settings can be altered)
   - **Extra High**   **200 %** (Standard Default Settings can be altered)

- There are 20 000 Client telephone numbers. The option is used for displaying a client's name on the Main screen and in the database, as well as on the reports instead of the telephone number. The client list can be enabled or disabled from the main screen, with the download screen being updated immediately.

- You are able to view the extension and department names. Names can be displayed instead of the extension numbers and department numbers.

- 20 000 Account codes of between 2 - 8 digits are accommodated.

- Incoming Ring time and unanswered calls can be displayed. (PABX dependant)

- Caller Line Identification can be viewed on Incoming Calls. (PABX dependant)

- Multi-Level password protection.

- There is NO INDEXING of the database, so no special care need be taken against power failures during database activities.

- Highlighted calls that exceed specific costs, durations or ring times can be configured for easy viewing and reporting.

- Comprehensive reports can be instantly and easily generated.

- Text, Word, Excel and Acrobat Pdf. Reports

- Graph Reports (Bar Graphs and Pie Charts)

- EMAILING of Reports (Microsoft Outlook 2000/SMTP)

- MEMORISING and SCHEDULING of Reports.

Dealer activated features.

- Changing of default passwords. (Technical Password required).
- Technical configuration of the Man3000 to communicate with the PABX and PC.
- Networking multiple sites together, via LAN, WAN and Internet.
- Integration to third party Hotel and Attorney Packages.
- Billing structures for Tie Lines as well as Prime Net and Multiple Carriers.
- Upgrading and maintenance of the Man3000 Telephone Information Software.

Activating the Program

From the desktop of Windows '2000, 'NT, 'ME, 'XP or 'Vista, double click on the Man3000 icon. This will open the program. The MAN3000 Program can also be put into your Start-up menu, so that when you log on to your computer, it will automatically open and download calls stored in the Buffer.

How to put Man3000 into your Start up menu

- Right click on the Man3000 icon on your Desktop
- Select Copy
- Right click on Start
- Select Open.
- Double Left click on the Program Folder
- Double Left Click on the Start up Menu Folder
- Right click in the Start up Menu Window and paste

Man3000 has now been entered into your Start up, now when you start your Computer the Man3000 Telephone Information Software will automatically open and download the records that are stored in the Buffer Box.

Main Screen

All the features of the program can be accessed from this main screen. Man3000 is a Windows multitask program and telephone calls will be downloaded automatically and continually as long as the program is open. The Main screen also displays the last 21 call records, each record is divided into ten columns. Below is an explanation of each in order from left to right: -
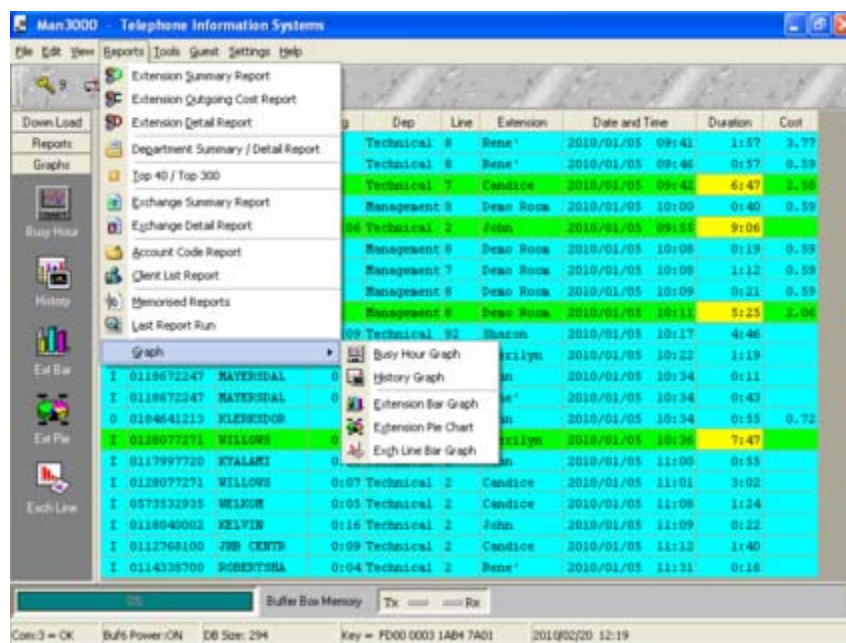
T
I - Incoming Call record.
S - Incoming Transferred Call record.
O - Outgoing Call record.
T - Outgoing Transferred Call record.
U -Unanswered Call record.

Number
Outgoing Call number shows the number Dialled. Incoming Call number if Caller Line Identification is activated or available, shows the incoming number.

Area/Acc
This column shows where the incoming call originated from or in the case of an outgoing call the destination of the call. This column can also be set to show the account code used for that particular call.

Ring
The Ring time of the Call shows how long it takes for calls to be answered.

Dep
Shows to which Department the call has been processed.

Line
This column shows on which Exchange line the call was made or came in on.

Ext

The Extension which answered the call or which extension made the call.

Date & Time

The date and time the call was made or received. This date and time is taken from the Man3000 Buffer Box which is set from the clients PC Date and Time.

Duration

Total Duration of the call.

Cost

For outgoing call, the total cost of the call will be shown in this column.

Toolbar Menu

File Menu

Following activities are available under the Edit menu:
- Enter Password
- New Passwords
- Printer Setup
- Print Font Selection [Classic]
- Printer Setup [Modern]
- Export Telephone Database
- Import Telephone Database
- Automatic Export Text Format
- Personal Copy

Enter Password

Type in your personal or default password.

- You will then be able to activate certain functions of the program depending on the access level of your password. There are three passwords levels, each of which has different access levels. (Default passwords can be changed)

PASSWORD LEVELS
Operator Password will show an access level of **1** on your Key Icon Speed button.
Forced Pin Password will show an access level of **2** on your Key Icon Speed button.
Management Password will show an access level of **3** on your Key Icon Speed button.
Technical Password will show an access level of **9** on your Key Icon Speed button.

New Passwords

The default passwords supplied with the original installation can be altered or changed to suit the individual user.
These changes can only be done by the technician with the technical password (level 9).
The default passwords can also be disabled, for this option the technician needs to contact Technical Information Systems for advise on how this is done.

<u>Password for Closing</u>:
This option allows for password verification before closing the program, thus password levels lower than the selected level will not be able to close the program. This is common when the telephone records are exported to third party packages, e.g. hotel packages where the costs from the Man3000 Telephone Information System is used for billing guests for the use of the telephone in the rooms.

**<u>Password for Reports:</u>**
This option allows for password verification before running a report, thus password levels lower than the selected level will not be able to run a report.

Printer Setup

The "Printer Setup" option allows you to set-up the properties of your printer.

Man3000 does not print directly to the printer, but sends a copy of the report file to Microsoft Windows and Windows copies the report file to the printer.

In this window you can access your printers properties, setting up of your paper quality and page orientation e.g. portrait or landscape.
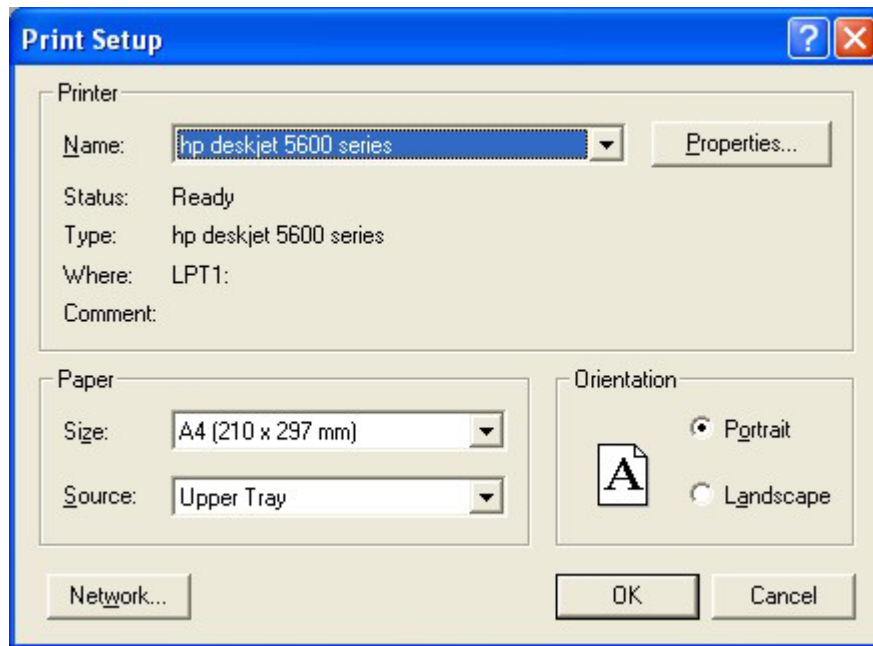
Printer Font Selection [Classic]

- The "Printer Font Selection [Classic]" allows for customizing the Print job settings i.e. Size, Font style, etc. for the classic reports.
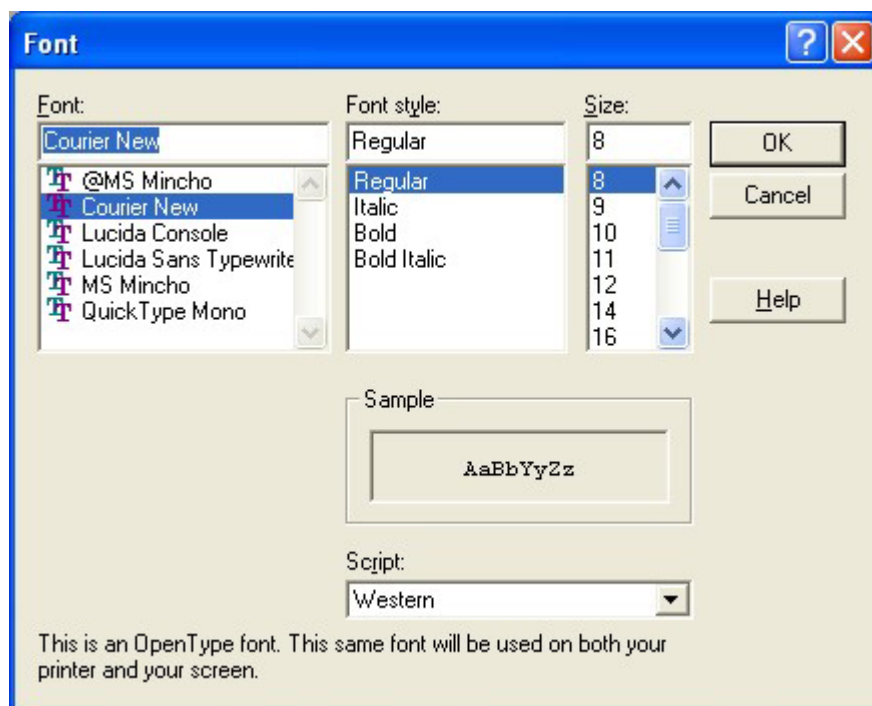- This option will ensure that all reports are printed in a text format.

Man3000 Default Printer Font Settings

Font = Courier New
Font Style = Regular
Size = 8

These default settings are selected as the best way to view and print reports, but they can be changed to your own individual liking.
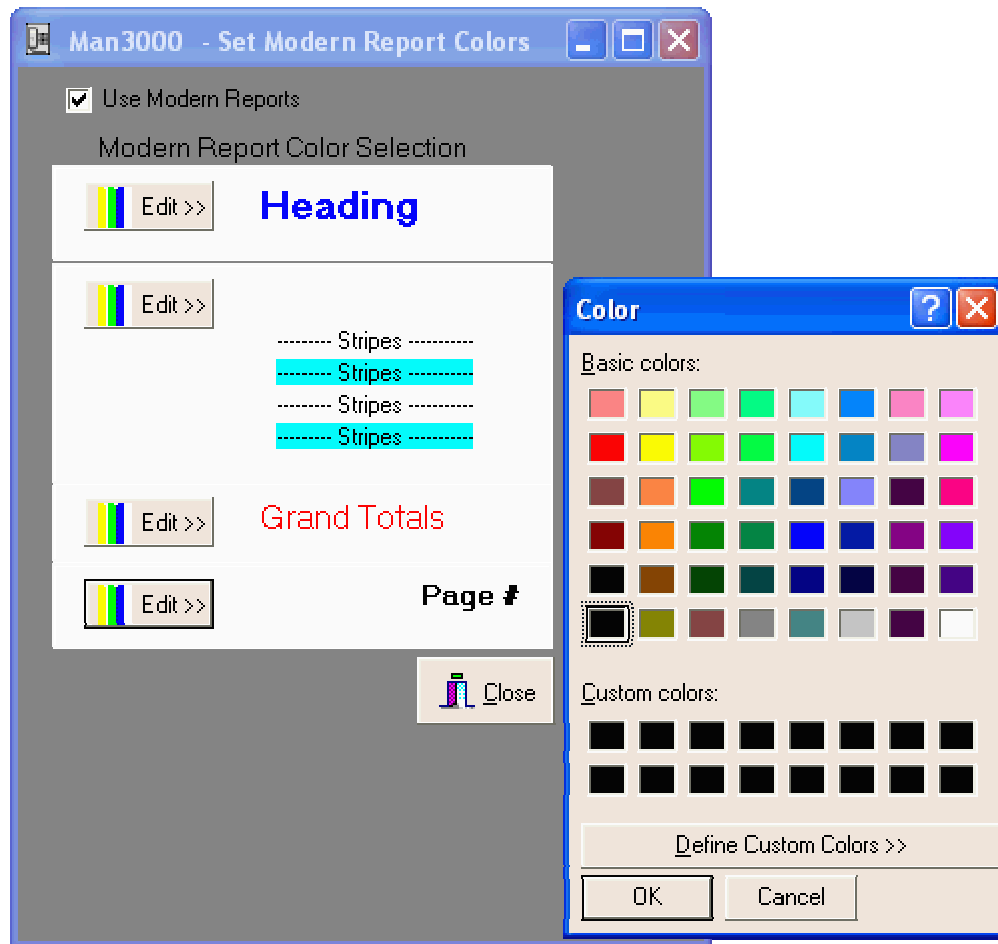
Printer Setup [Modern]

- The "Printer Setup [Modern]" allows for customizing the modern reports.
- If the "**Use modern reports**' tab is ticked then all reports will be viewed, printed, emailed, etc. in a modern format.

The report colour layout can be customized:
- The Edit option allows for the colour scheme on the **Header**, **Lines**, **Grand Totals** and **Page Numbers** to be changed.
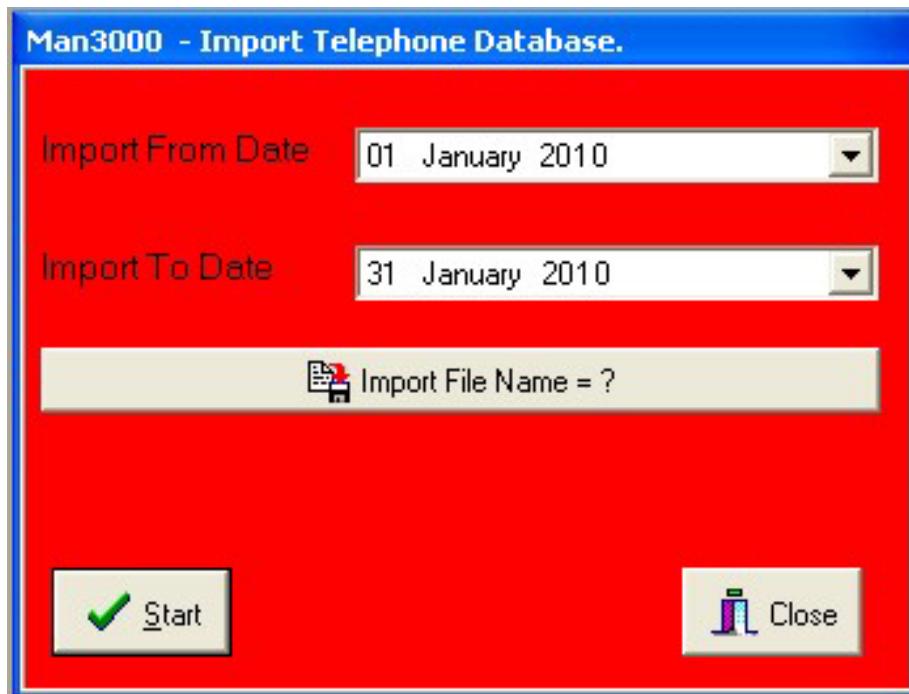
Export Telephone Database

- The "Export Telephone Database" allows for the exporting telephone call records to a selected file in "Standard ASCII Comma Delimited Format". Specify the date range of calls you want to export. All the calls will be written to the selected file for third party integration.

- **N.B.** WHEN EXPORTING CALL RECORDS IT <u>DOES NOT DELETE</u> THE RECORDS FROM THE MAIN DATABASE, IT ONLY EXPORTS A COPY OF THE SPECIFIED CALL RECORDS.

Import Telephone Database

- "Import Telephone Database" to import Telephone Call Records.

- This function is either used to import telephone call records from the old DOS version of the Man3000 Telephone Information Software into the Windows Based Version or to Import data that has previously been exported for backup or interrogation.

- To import records:
  - o File
  - o Import Telephone Database
  - o Import from Date
  - o Import to Date
  - o Import File Name (Name of text file which was exported)
  - o Click Start

The records will be imported back into the Man3000 Database.

Man3000 - Import Telephone Database.

| Import From Date | 01 January 2010 ▼ |
| Import To Date | 31 January 2010 ▼ |

📇 Import File Name = ?

✓ Start   🚪 Close

Hotel Export Text Format

SetUp

- **ASCII file : -**
  - ○ **All Extensions : -** Under the *file||Hotel Export text format* Menu
    Select a file name and a file path. Save the file in a text format. This will contain all the records for all the extensions. This may be any file name and any file location.

Selected Extensions : - Under *Edit||Edit Extension Info* Menu
Find the extensions that you would like to export to the Third party. Group these extensions to DEPARTMENT "97" (this is an automatic export department). The calls made for any Extension grouped into DEP 97 will automatically be written to a file **w_dep_exp.txt** in the Man3000 directory. The Third party would then pick up this file.

- **RS-232 (COM port) : -**
  - ○ **All Extensions : -** Under the *file||Hotel Export text format* Menu
    Set the file name to **w_dep_exp**. Set the file path to be in the Man3000 directory. Save the file as a text file. You would now run the program **File_2_coms.exe** which will write all the extension records to a selected PC COM Port. (File_2_coms setup is explained under the following heading)
  - ○ **Selected Extensions : -** Under *Edit||Edit Extension Info* Menu
    Find the extensions that you would like to export to the Third party. Group these extensions to DEPARTMENT "97" (this is an automatic export department). The calls made for any Extension grouped into DEP 97 will automatically be written to a file **w_dep_exp.txt** in the Man3000 directory. You would now run the program **File_2_coms.exe** which will write all the extension records to a selected PC COM Port. (File_2_coms setup is explained under the following heading)

Personal Copy

Export File

- Select a file name for the Personal Copy File(e.g users name, PC name, Department etc).
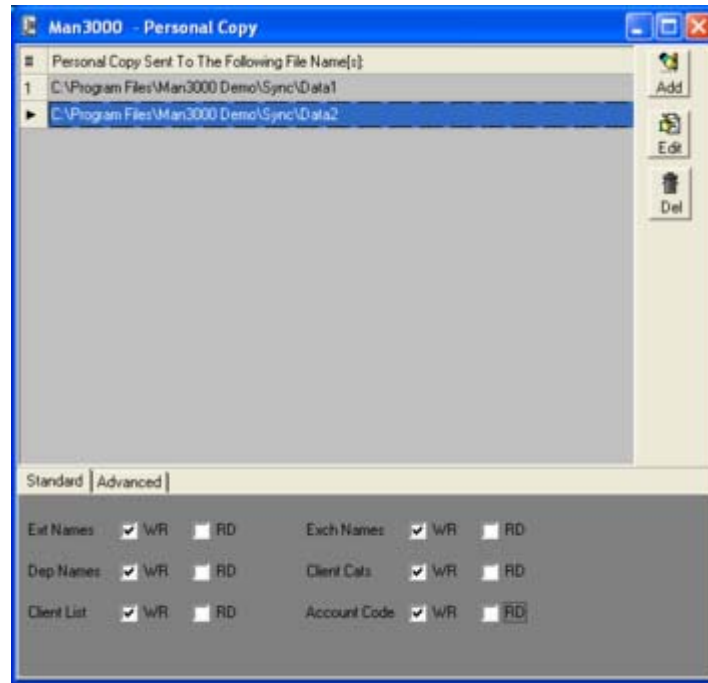

Import File

- This option allows for automatic import of Personal Copy Import File on personal copy setup.
- You would set the destination across the network to look at one of the exported files from the live copy of Man3000.
- Set the Read and Write Options for Sync.
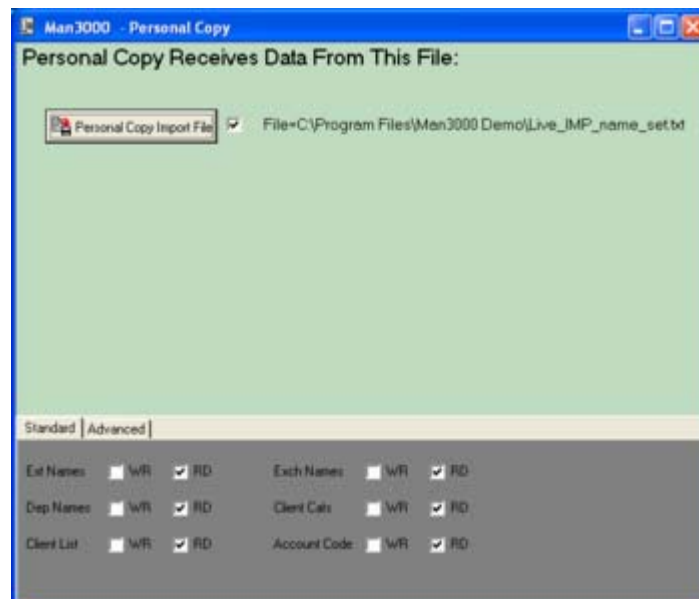
Sync Folder (ADVANCED TECHNICIANS ONLY)

- This folder is set up when a different Sync path is required.

Standard	Advanced	

Sync Folder   Sync Folder=C:\Program Files\Man3000\Sync\
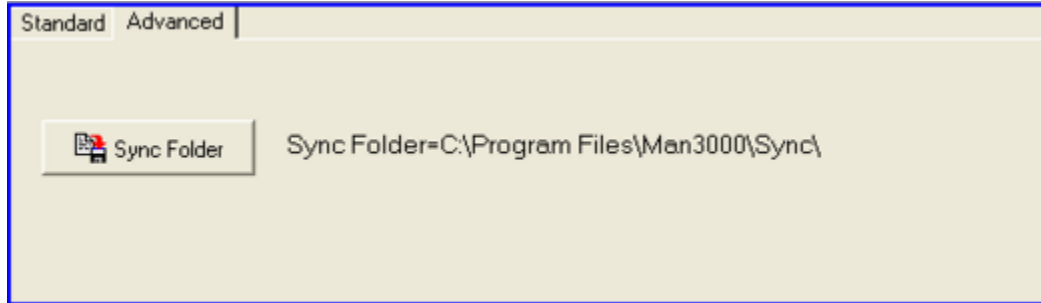
Edit Menu

Following activities are available under the Edit menu:
- Edit Extension Information
- Edit Department Name
- Edit Highlight Values
- Edit Client List
- Edit Exchange Line Telephone Numbers
- Edit Client Category Selection
- Edit Account Codes

All these options except for Edit Highlight Values can be printed from these menu's for easy reference.

Edit Extension Information

- "Edit Extension Information" Allocate a name to an extension number that has been created in the list according to the extension number sent out by the PABX and then to allocate each extension to a department.

How to enter.
- Click on the Add button to create a new extension number, and then double click in the field next to the extension number to add the extension name. **Each extension must be allocated to a department by using the drop down menu**. Prevision is made for a *budget per day* entry, which allows the customer to allocate and generate reports on budgets.

Tip:
First set-up the departments under 'Edit Department Name' before entering your extension information, it will eliminate the need to go back into Edit Extension Information afterwards to allocate your extensions to a department.

Ext Number	Extension Name : [F2 edit]	Department	Budget/Day
200	Peter	1 : Technical	0.00
201	Mark	1 : Technical	0.00
202	Candice	1 : Technical	0.00
203	Charles	1 : Technical	0.00
204	Rene'	1 : Technical	0.00
205	Office 1	4 : Spare	0.00
206	Office 2	4 : Spare	0.00
207	Demo Room	4 : Spare	0.00
208	Cherilyn	1 : Technical	0.00
211	Workshop	1 : Technical	0.00
213	WAYNE	1 : Technical	0.00
214	Mark	1 : Technical	0.00
215	Sharon	1 : Technical	0.00
216	Modem	2 : Modems	0.00
217	Leon	1 : Technical	0.00
218	Modem 2	2 : Modems	0.00
219	Eric	1 : Technical	0.00
221	Modem 3	2 : Modems	0.00
225	Modem 4	2 : Modems	0.00
226	Michelle	2 : Modems	0.00

Man3000 - Edit Extension Information.

Find
Print 123
Print ABC
Print Dep
Del
Add

Edit Department Name

- "Edit Department Name" Used for creating new departments and allocating each department to a specific *telephone call charge rate*.
    - Editing of your department names should be entered before entering extension names.
    - By assigning departments to extensions, the software is further customised to the customer's requirements.
    - Select the **Standard** Unit Cost rate for standard call charges and the **High** or **Extra High** options when charging departments (e.g. office rental, guest, hotel, etc) for their telephone calls at a unit rate higher than that of the standard telephone rates.

How to enter.
- Select the department number required and in the column next to the number, enter the department name in the block labelled Department Name, e.g. Administration, Rented Office, Sales, Technical, etc.
- Once that has been entered, move to the next block (Mark Up %) in line with Department Name and click on the arrow for the drop down menu to appear, there you can select from three options: Standard, High or Extra High.

Dep Number	Department Name : [F2 edit]	Mark Up %		
1	Technical	Standard	:	114
2	Modems	High	:	120
3	Pvt	Extra High	:	200
4	Management	Standard	:	114
5	Administration	High	:	120
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

Man3000 - Edit Department Name

Print — Del — Close

Edit Highlight Values

- "Edit Highlight Values" Set the Highlight Value of telephone call records, for Cost, Duration and Ring Time.
- If any of these values are exceeded, the call record will be highlighted in the database.
- A report/s of these calls can be generated under Extension Detailed Report, Department Summary Report, Top 40 and Exchange Line Summary Report.
- An Automatic Email can now also be implemented; when the Highlight Values have been exceeded an email will be sent to the stipulated email address below.
- The Email settings can now be via Outlook or SMTP.

Edit Client List

- "Edit Client List." Click "Add" to create a new Client name and number.
- There are 20 000 Client telephone number entries available.
- The client's name will be displayed on the main screen and in the database, as well as on the reports. The name will be displayed in place of the telephone number.
- The client list can be enabled or disabled from the main screen via speed buttons or the 'view' menu. This will be available immediately on the screen.
- When entering a client to the list or editing an existing client, you can allocate the client to 1 of 20 categories i.e. Private or Business.
- If the unauthorised feature is used and a call is dialled or received to/from that number, an email or SMS will automatically be sent to the designated receiver via Microsoft Outlook 2000 or SMTP. This call is then classed as an unauthorised call.
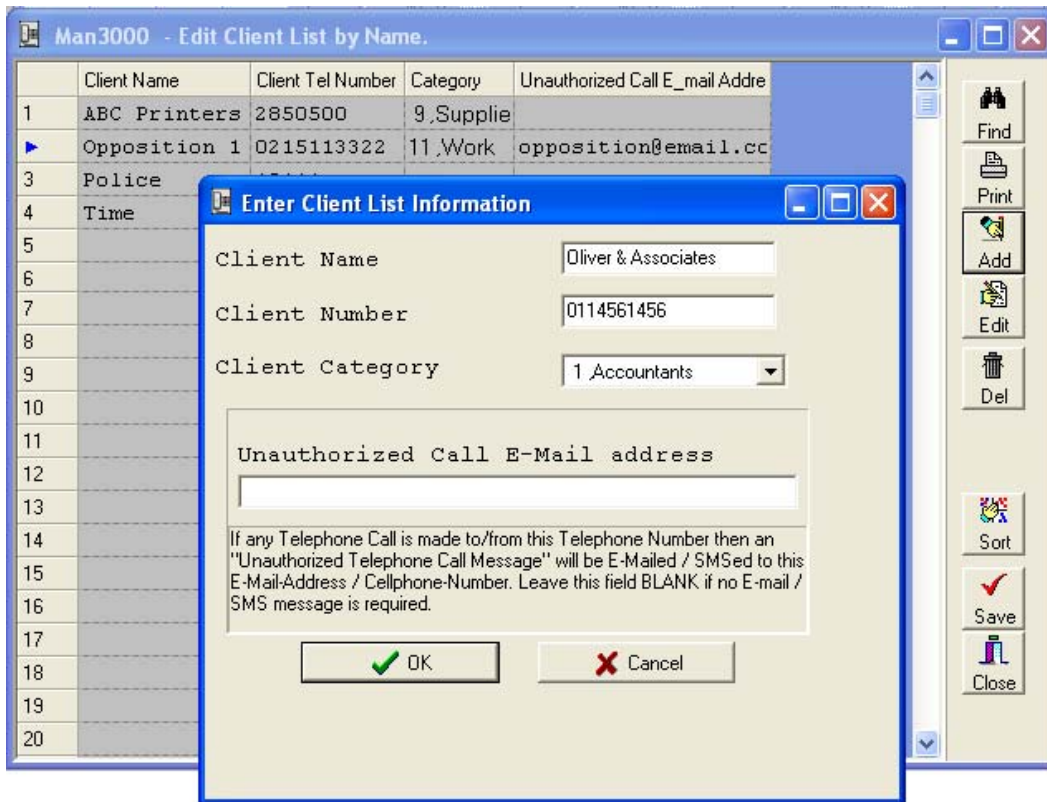
Edit Exchange Line Telephone Numbers

- "Edit Exchange Line Telephone Numbers" First establish the port/line numbering scheme for your PABX.
- Select the "Add" button to enter the number range.
- An associated telephone number is now required per port/line number e.g. 0114335621 > 201, 0114335622 > 701, etc.
- Now allocate the appropriate carrier to the telephone numbers i.e. Telkom or Least cost routing via Vodacom, MTN, Cell "C" or Virgin Mobile packages.
- These lines will now be costed at the applicable carrier call rates.

Edit Client Category Selection

- Client Categories 1 - 20 can be edited to suit the client's business needs.
- By having client categories, reports can be generated by groups.
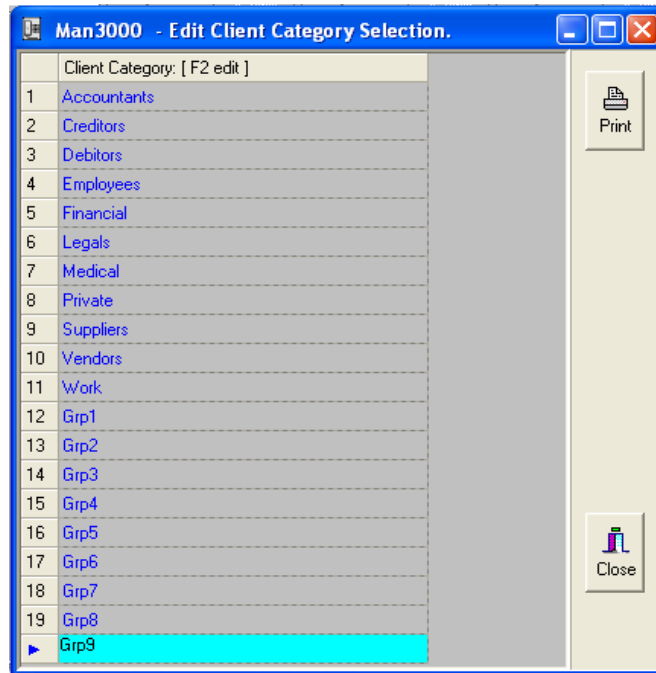
Edit Account Codes

- "Edit Account Code Information." Man3000 has the capacity to store up to 20 000 account codes (2-8 digits in length).
- The supply of account codes to Man3000 is PABX dependant.
- An "Import" facility is available to import account code lists from other packages.
- Reports can be generated on these account codes.
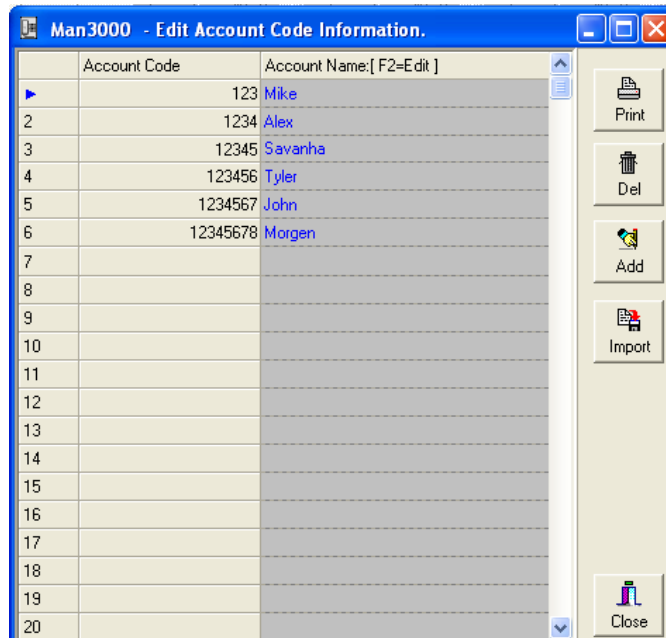
View Menu

Speed buttons are available for all of the activities under the **View Menu**.

The following activities are available under the **View menu**.

- *View Database*
    View Down Load Screen
    Hide Down Load Screen

- *Display Client Names*
    View Client Names
    Hide Client Names

- *Display Extension Names*
    View Extension Names
    Hide Extension Names

- *Display Exchange Line Telephone Numbers*
    View Exch. Line Telephone Numbers
    Hide Exch. Line Telephone Numbers

- *Display Department Names*
    View Department Names
    Hide Department Names

- *Synchronise*
    Synchronise Personal copies

Reports Menu

Report options/outputs:

Reports viewed can be saved as:
1. Word documents [.doc or .rtf]
2. Excel documents [.xls]
3. Adobe PDF files [.pdf]
4. Text files [.txt]

- Reports can be printed in the format selected in the Printer setup selection (**Classic** or **Modern**).
- Specific entries can easily be located with the **find** tool built in the report viewer.

Reports can be emailed via Microsoft Outlook 2000 or SMTP in the following formats:
1. Word documents [.doc or .rtf]
2. Excel documents [.xls]
3. Adobe PDF files [.pdf]
4. Text files [.txt]

All reports can be emailed via Microsoft Outlook 2000 or SMTP:
- Microsoft Outlook (2000) example:
  1. Internal or external mailing contacts through Microsoft Outlook 2000 address book.
  2. The mail will be sent to the Outbox of Microsoft Outlook. It will remain there until an Internet connection is established.
  3. E-mailing the same report to multiple parties i.e. all the sales staff.
  4. Sending a Guest report to a Guests company for processing.
  5. Paperless office option.

- SMTP example:
  1. Generate report and click on the "Link to Email, Excel, Word, PDF or Text format" to select the relevant format to sent the report in via SMTP.
  2. Enter the destination email address and OK. The report will be transmitted immediately, providing the SMTP link is available and online.
  3. There is no log/report to confirm the successful transmission of the report.

  ### To set SMTP emailing option:
  - From the setting menu, go to the "Email Settings (Outlook/SMTP)".
  - Change the option from Outlook 2000 to SMTP.
  - Enter Outgoing Mail SMTP Host.
  - Enter SMTP Port [25]: Default port is 25.
  - Enter SMTP Time Out mSec [1000]: Default is 1000ms.
  - Enter "From Email Address" which will display the origin of the email.
  - Enter "From Name" which will display the name where the email originated.

Extension Summary Report

- This report gives a summary of telephone calls made and/or received on all extensions or selected extensions only.
- Select the date range of the report.

Additional Info:
- Mobile phone Calls only.
- International Calls only.
- National Calls only.
- Local Calls only.
- Average Ring time & Average Duration.
- Budgets.

Page Settings:
- Inserting page breaks in the report allows you to print the reports on single pages.

Extensions:
- All extensions or selected extensions.

In/Out/Unans:
Select one of the following:
- All calls.
- Outgoing calls only
- Incoming calls only.
- Unanswered calls only.
- Out + Out Trans calls only.
- Out Trans calls only.
- In + In Trans calls only.
- In Trans calls only.

Telephone Information Systems

2010/01/23 10:38:53 AM   Man3000 - Page : 1

Extension Summary Report

From:2010/01/01 00:00:00   To:2010/01/23 23:59:00
Report For All Used Telephone Extensions

Ext	Ext Name	Unans	In	Out	Mbl	Mbl_Cost	HH:MM	Total_Cost
0	gl	16	0	0	0	0.00	0:00	0.00
200	Peter	0	1	1	0	0.00	0:03	6.87
201	Mark	1	2	0	0	0.00	0:05	0.00
202	Candice	0	34	6	2	9.40	1:08	15.19
203	Charles	0	58	35	12	49.83	2:47	70.69
204	Rene'	0	54	29	8	16.60	2:12	41.94
205	Office 1	0	0	6	1	1.89	0:10	6.52
206	Office 2	0	0	3	0	0.00	0:00	1.78
207	Demo Room	0	2	13	5	13.20	0:16	19.53
208	Cherilyn	0	11	8	7	36.13	0:55	36.72
211	Workshop	0	0	1	0	0.00	0:07	1.14
215	Sharon	0	3	0	0	0.00	0:08	0.00
217	Leon	0	2	4	0	0.00	0:06	3.14
228	Richard	1	4	4	4	12.26	0:11	12.26
	Grand Total	18	171	110	39	139.31	8:14	215.79

Extension Outgoing Cost Report

A summary report to compare traffic on Local, National, International and Mobile calls can be generated on all extensions or selected extensions.

The date range for the report to be generated has to be selected.

Extension Detail Report

Detailed reports can be generated on all extensions or individual extensions.
This report will separate individual extensions call activity with the option of reporting on departments, mobile and highlighted calls. As for all the reports, the date range for the report to be generated has to be selected. In this report various options are available.

Options:
- Highlight Calls only
- Mobile phone Calls only
- International Only
- National Calls Only
- Local Calls Only
- Select One Number
- Client Category Selection

Page Settings:
- Add page breaks by Department; or
- Add page breaks by Extensions.
- Select Department order or Extension order.

Departments:
- All departments or selected departments.

Extensions:

- All extensions; or selected extensions.
- Budget percentages.

In/Out/Unans:

- You can select all calls, Incoming/Transferred, Outgoing/Transferred and Unanswered calls or you can select each option individually.

Department Summary/Detailed Report

This report will give a summary of calls made and received for all or selected departments within the date and time range specified. It will also add the totals for Unanswered, Incoming and Outgoing calls at the end of the report. The cost for each department will be indicated and the total cost will be calculated. Percentage split by call type i.e. local, national, mobile and international per department will be calculated. Extension totals only, Highlighted calls only or Client categories only may be selected.

Telephone Call Information Software (DEMO)

2008/07/07 11:19:43 AM   Man3000 - Page : 1

Department Summary Report, All Departments
From:2010/01/01 00:00:00   To:2010/01/05 23:59:00
- No Report Options Selected -

Dep Department Name	Unans	In	Out	HH:MM	Cost	%Cost
1 Technical	18	114	72	5:47	170.42	75.9%
4 Spare	0	0	9	0:10	7.69	3.4%
5 Accounts	0	52	29	2:08	46.29	20.6%

Department Grand Total	Unans	In	Out	HH:MM	Cost	%Cost
	18	166	110	8:06	224.40	

			Out	HH:MM	Cost	%Cost
Mobile			39	1:13	135.04	60.2%
Internat			3	0:03	30.39	13.5%
National			11	0:16	10.89	4.8%
Local			57	2:05	48.08	21.4%

Zoom Size=1.1

Telephone Call Information Software (DEMO)

2008/07/07 11:16:57 AM   Man3000 - Page : 1

Department Summary Report, All Departments
From:2010/01/01 00:00:00   To:2010/01/05 23:59:00
Show Ext Totals.

Dep 1 : Technical

Ext Ext Name	Unans	In	Out	HH:MM	Cost	%Cost
0 Unanswered	16	0	0	0:00	0.00	0.0%
200 Peter	0	0	1	0:02	18.11	8.1%
201 Mark	1	2	0	0:05	0.00	0.0%
202 Candice	0	34	6	1:08	22.49	10.0%
203 Technical Support	0	57	35	2:47	59.16	26.4%
207 Charles	0	2	13	0:16	16.68	7.4%
208 Cherilyn	0	10	8	0:53	40.99	18.3%
211 Workshop	0	0	1	0:07	2.70	1.2%
215 Sharon	0	3	0	0:08	0.00	0.0%
217 Leon	0	2	4	0:06	2.63	1.2%
228 Richard	1	4	4	0:11	7.64	3.4%
Department Total	18	114	72	5:47	170.42	75.9%

			Out	HH:MM	Cost	%Cost
Mobile			30	1:05	115.49	51.5%
Internat			1	0:02	18.11	8.1%
National			9	0:14	9.59	4.3%
Local			32	1:06	27.23	12.1%

Zoom Size=1

Top 40 Calls (With the Options of Top 120 or Top 300)

This report will give you the Top 40, 120 or 300 calls by:
- Cost.
- Duration, incoming and outgoing.
- Most frequent telephone numbers.

Options:
- All Telephone Calls;
- Mobile Phone Calls;
- International Calls;
- National Calls;
- Local Calls;
- Select number/dial code, thus any one number or numbers starting with a particular number: E.g.: 031, 011 or 5, etc.
- In additional to the above, Highlighted calls only or Client categories only may be selected.

Page Settings:
- Add page breaks.
- Total calls can either be:
  - Top 40,
  - Top 120 or
  - Top 300.

Departments:
- All departments or selected departments.

Extensions:
- All extensions or selected extensions.

Exchange Lines:
- All exchange lines or selected exchange lines.

In/Out/Unans:
- Various call options can be selected.

Man3000 - Report Top 40 Telephone Calls

M | Export | L | F | A | B | N | Z | W | X | P | I | S | B

Cost:Page 1
Duration:Page 1
Tel Number:Page 1

Telephone Call Information Software (DEMO)

2008/07/07 11:24:41 AM   Man3000 - Page : 3

Report Top 40 Telephone Calls By Telephone Number
From:2010/01/01 00:00:00   To:2010/01/05 23:59:00
- No Report Options Selected -

#Number	Total Calls	HH:MM:SS	Total_Cost
1 0118672933	9	29:15	7.27
2 0118673785	9	6:38	0.00
3 0833089955	7	5:29	11.07
4 0118710000	7	5:15	0.00
5 0846547820	7	10:57	20.61
6 0833542243	6	9:02	6.46
7 0824634442	6	22:16	39.22
8 0118710424	5	22:31	7.35
9 0114325252	4	6:50	3.43
10 0448016700	4	6:53	0.65
11 0116808503	4	1:07	2.38
12 0128040036	4	4:47	0.00
13 0114330746	3	1:45	1.78
14 0117849511	3	11:44	2.04
15 0118712104	3	3:20	0.00
16 0832726032	3	3:14	0.00
17 0848808350	3	4:08	0.00
18 0314500603	3	8:55	0.00
19 0184641213	3	3:11	2.12
20 0833089966	2	1:24	2.35
21 1023	2	1:50	1.19
22 0128108181	2	3:06	0.00
23 0114528198	2	0:28	0.00
24 0114943049	2	2:17	1.19
25 0313124350	2	0:53	0.00
26 0118713633	2	3:17	0.00
27 0832299723	2	13:31	16.45
28 0113144101	2	0:53	0.00
29 0114352079	2	0:46	0.00
30 0123467227	2	2:24	0.00
31 0115770640	2	2:40	0.00
32 0123466880	2	3:51	0.00
33 0833963172	2	2:02	5.66
34 0437269560	2	2:00	0.00
35 0113913995	2	0:14	0.00
36 0217974159	2	9:10	0.00
37 0114331617	2	0:09	0.59

Zoom Size=0.7   Close

Exchange Summary Report

Options:
- List: Local, National, International, Mobile
- List: Average Answer Time
- High Light Calls only
- Client Category Selection

Page Settings: Add page break
- None
- Every 4 Exchange Lines
- Every 5 Exchange Lines
- Every 6 Exchange Lines

Departments:
- All departments or selected departments.

Extensions:
- All extensions or selected extensions.

Exchange Lines:
- All exchange lines or selected exchange lines.

Errors:
- Warn if Exchange Lines are Not Set up.

Exchange Detail Report

Options:
- All calls
- Outgoing Calls only
- Incoming Calls only
- Unanswered Calls only
- Mobile Phone Calls only
- Select One Number
- Out + Out Trans Calls only
- Out Trans Calls only
- In + In Trans Calls only
- In Trans Calls only
- Client Category Selection
- High light Calls only

Page Settings:
- Add page breaks after each exchange line.

Departments:
- All departments or selected departments.

Extensions:
- All extensions or selected extensions.

Exchange Lines:
- All exchange lines or selected exchange lines.

Account Code Report

If account codes have been entered and the Man3000 Telephone Information Software has been set-up to monitor the account codes, a detailed or summarized report based on these account codes can be generated.

Options:
- All calls
- Outgoing Calls only
- Incoming Calls only
- Unanswered Calls only
- Mobile Phone Calls only
- Select One Number
- Out + Out Trans Calls only
- Out Trans Calls only
- In + In Trans Calls only
- In Trans Calls only
- Client Category Selection
- High light Calls only

Page Settings:
- Add page breaks between each account code.
- Only Show Account Totals.
- Hide Account Code Numbers. (Hides the account codes on the download screen as well as on the report.)

Account Codes:
- All account codes or selected account codes.

Departments:
- All departments or selected departments.

Extensions:
- All extensions or selected extensions.

Client list Report

This report is useful when recording calls to and from your clients, which are in your Client List.

Options:
- All calls
- Outgoing Calls only
- Incoming Calls only
- Unanswered Calls only
- Mobile Phone Calls
- Select One Number
- Out + Out Trans Calls only
- Out Trans Calls only
- In + In Trans Calls only
- In Trans Calls only
- High light Calls only

Page Settings:
- Add page breaks between each Client number.
- Only Show Client List Totals.

Client List:
- All used client list numbers or selected client list numbers

Departments:
- All departments or selected departments.

Extensions:
- All extensions or selected extensions.

Last Report Run

This option refers to the last run report.

Graphs

These Graphs provide an easy to read Graphical representation of your Telephone Call Records.

1. Busy Hour Graph

Options:
- Outgoing + Trans.
- Incoming.
- Unanswered.
- 10 or 24-Hour X-Axis.
- All or Selected Extensions.
- All or Selected Departments.
- All or Selected Exchange Lines.
- All Clients or selected categories.
- Can be viewed 3D or 2D.
- Print.
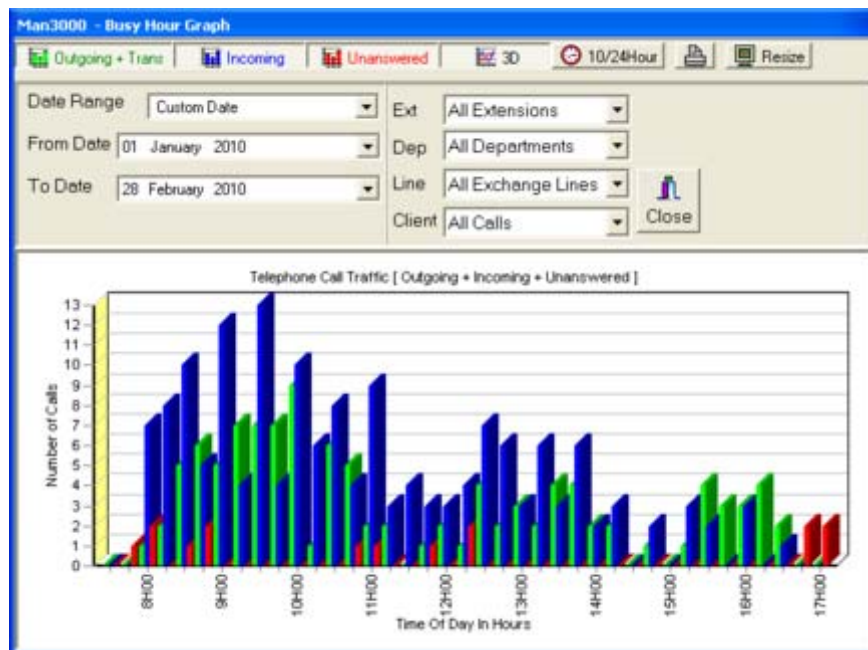
2. History Graph

This graph shows the trend of traffic on call records, which can be displayed in a Day, Week or Month format.
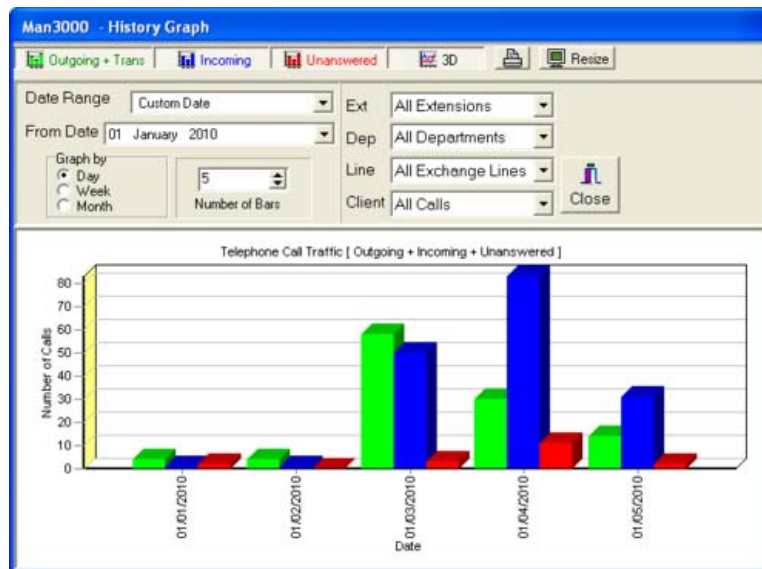
3. Extension Bar Graph

This Graph shows you a graphical reflection of traffic per Extension number.

Different telephone call types can be highlighted i.e. *Incoming, outgoing + outgoing transferred and unanswered.*

- Number of Extensions can be changed in increments of 5.
- All departments or selected departments.
- All exchange lines or selected exchange lines.
- Client category selection.
- Traffic selection by *number of calls, duration of calls, cost of calls* and *budgets* are available for reporting.
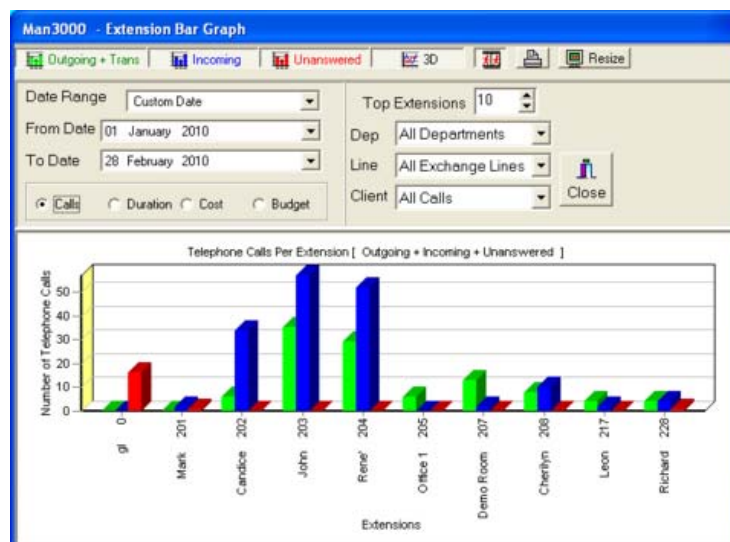
4. Extension Pie Chart

The Pie Chart shows traffic per extension on different call types.

- Number of extensions can be chosen in increments of 5.
- All departments or selected departments.
- All exchange lines or selected exchange lines.
- Client category selection.
- Traffic selection by *number of calls, duration of calls* and *cost of calls* are available for reporting.
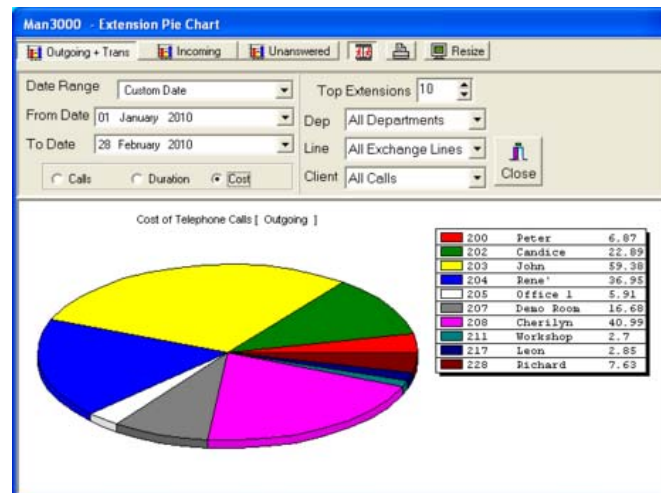
5. Exchange Line Bar Graph

The Exchange Line Bar Graph can show traffic on telephone calls per exchange line/s.

- Top Exchange Lines can be changed in increments of 5.
- All extensions or selected extensions.
- All departments or selected departments.
- Client category selection.
- Traffic selection by *number of calls, duration of calls* and *cost of calls* are available for reporting.
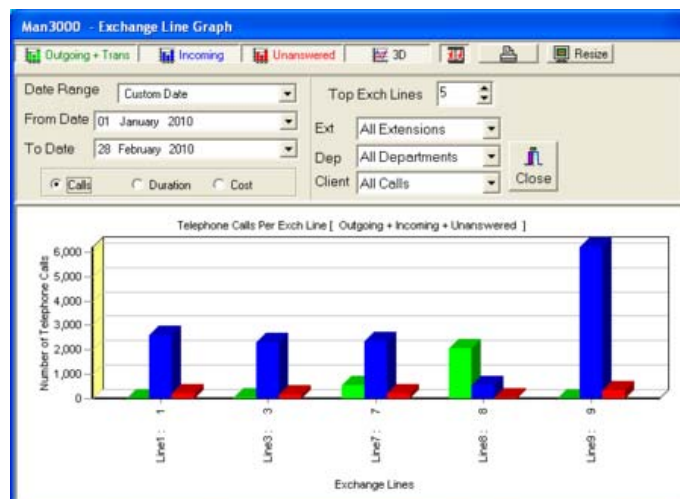
Tools Menu

Price a Call

This tool allows for determining the price of a call before the telephone call is made. A useful tool when making long distance calls or comparing cost of calls made on the different carriers (Standard Telkom lines or Least Cost Routers).

- Type in the telephone number you wish to query.
- Select the date and time the call will be made.
- Select a mark-up percentage (useful in Hotel, Guesthouse, rented office space, etc. environment) or a customized codebook can also be selected and then the duration of the call.
- Different carriers from the code book option can also be selected, e.g. Vodacom, MTN, Cell C or Virgin Mobile (for least cost routing) to validate the use of mobile phones calls made via a least cost router port/line or your landline calls made via the standard Telkom cost table.
- Man3000 will then display the *destination* of the telephone call and calculates the *costs* via the Cost Table/s selected.

Recost Telephone Call Records

The Man3000 costs all telephone calls when they are written into the database. If changes are made to the carriers, departments, extensions or telephone cost structure then the database can be recosted (Man3000 will recalculate the cost of every call from when the change or upgrade was made).

E.g. This tool is used when there is tariff increases or changes in the cost of a telephone call allowing for recosting of the telephone call database, a least cost installation or the migration of a cellular package.

Why is it useful?

- o Update call costs
- o Update client list
- o Update Extension names
- o Update Departments.
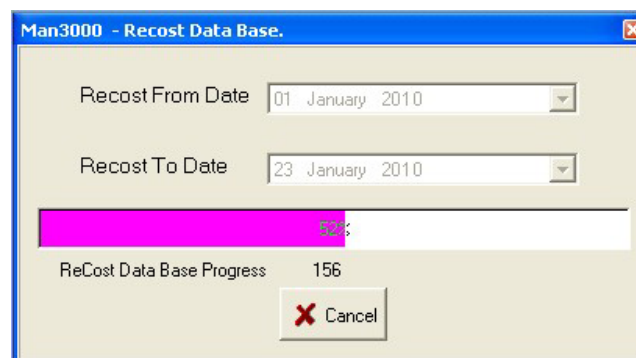
Delete Telephone Call Records

Deleting of telephone call records can be done once backups (the exporting of call records to file of choice) of the data have been completed. If there is ever a need to check data that has been deleted out of the system, you can import your backups back into the system and regenerate reports. The deleting of telephone call records is done on a minimum range of one full day. This option is password protected i.e. only the person with the Management password has the authority to delete records.
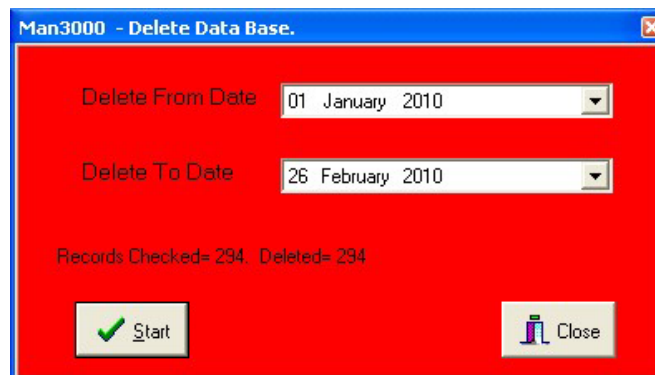
MEMORISED REPORTS

Setting up Memorised Reports

Introduction

Memorised Reporting was added to the Man3000 Software to make the task of extracting reports convenient for you.

In the Reports Menu, once you have opened your report you will need to select the drop down window to select which date range would best suit your needs. Various options are available for selection.
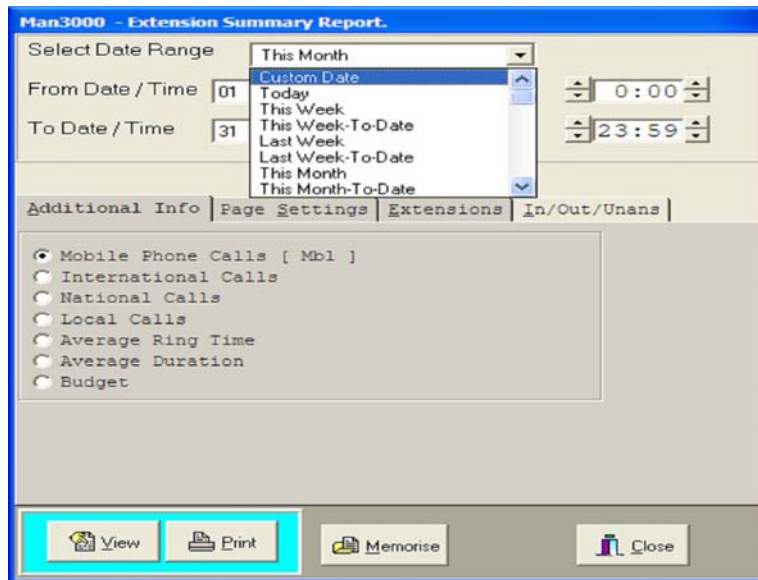
Once you have selected your Date Range, Additional Info, Page Settings, Extensions and In/Out/Unanswered information, you are ready to memorize your report.

If your report is set-up to your satisfaction, click the memorize button.
A smaller window will appear. Specify a file name for your Memorised report.
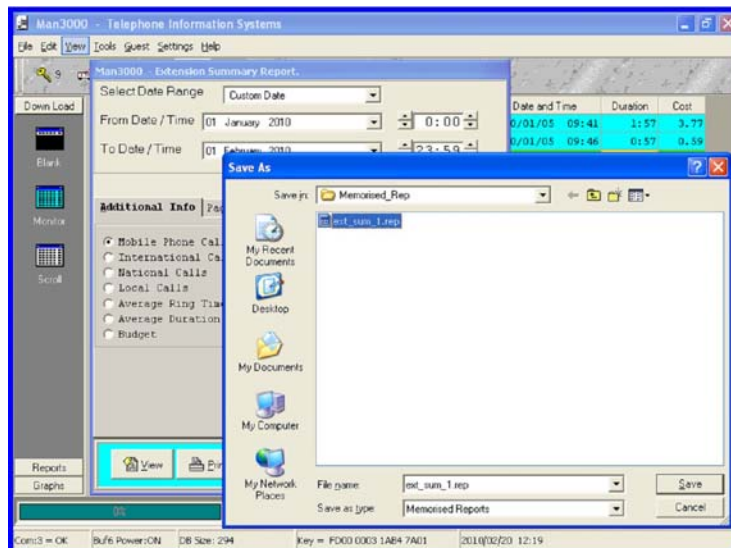
Run Reports Manually

Memorised reports can be run manually by going to your reports menu and selecting Memorised reports and selecting which Memorised report you want to run.

Memorised reports can also be scheduled to run automatically.
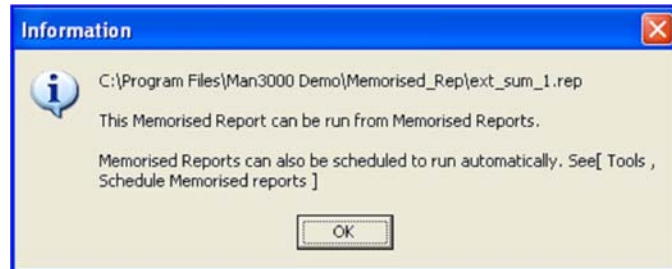
- To run memorised reports manually, select the Report Menu and then select Memorised Reports.
- A window will appear showing previously memorised reports. Select the report you wish to view and open.
- On opening the report all that is needed is to view. No setting up is required.
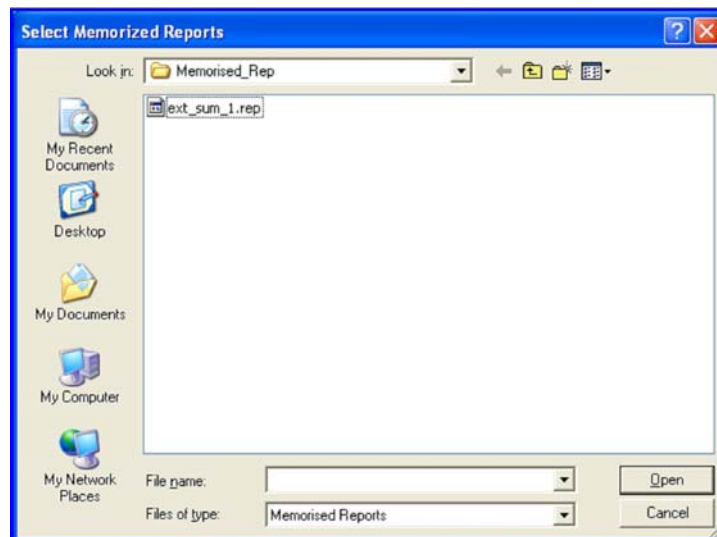
Scheduling Memorised Reports

- To schedule your pre saved memorised reports to run automatically, go to your Tools Menu and select Schedule Memorised Reports.
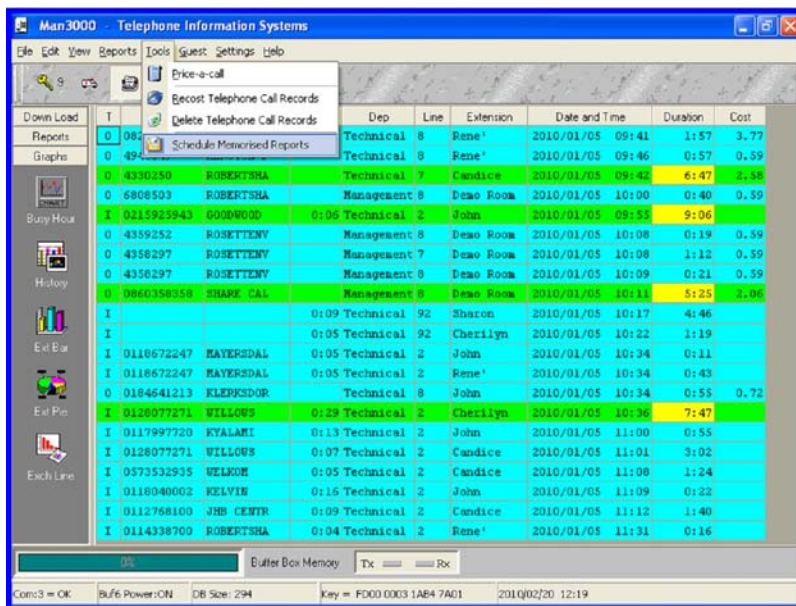
- The following options are available: Print, Add, Edit and Delete.
  - o Select Add to Schedule a pre saved memorised report.
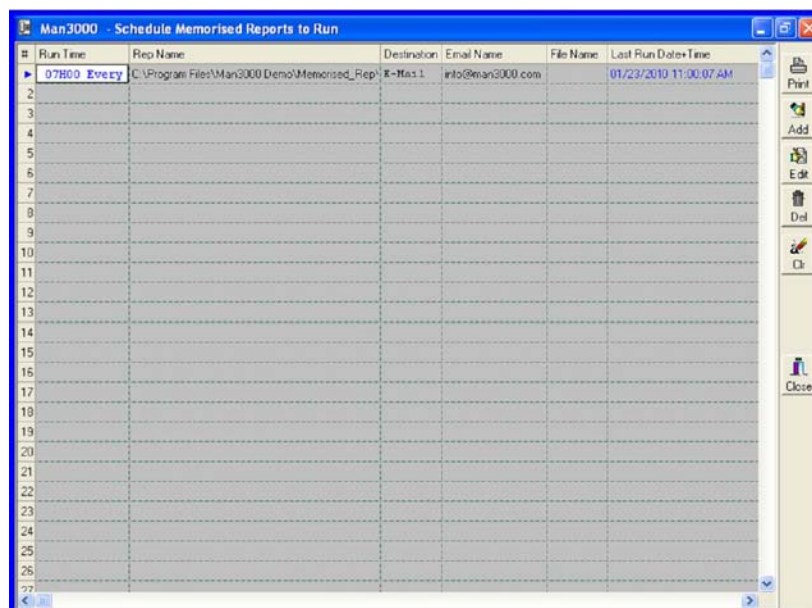
- Select the page icon button (Memorised Report Name) in the top left-hand corner to bring up a list of memorised reports, select the one you would like to schedule.

Next select Schedule Run Time.
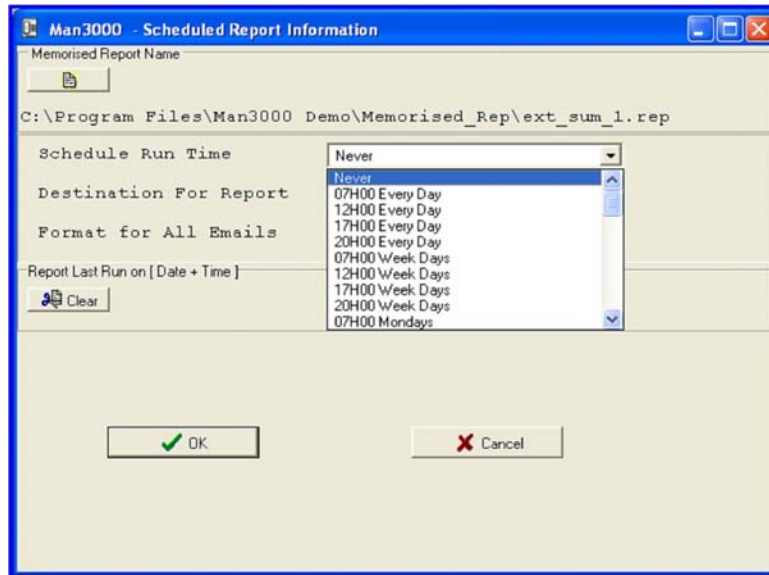
After selecting your Schedule Run Time, select the destination for the report.

Three options are available

1. Printer

Reports can be printed in the modern format.
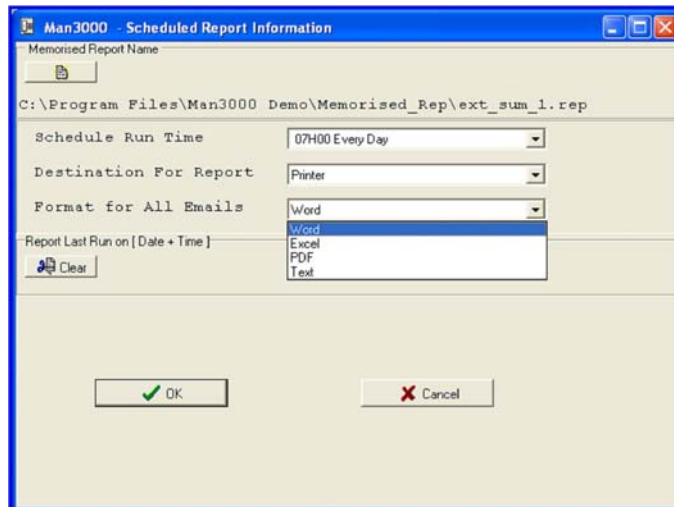
2. E-mail

Reports can be emailed in the following formats: **Word** (.doc / .rtf), **Excel** (.xls), **Text** (.txt) and **Adobe Acrobat** (.pdf).

3. Write to File (Can be used for Back-Up Purposes)

Reports can be written to file in the following formats: **Word** (.doc / .rtf), **Excel** (.xls), **Text** (.txt) and **Adobe Acrobat** (.pdf).

- 500 Scheduled Memorised Reports are available.
- The same report can be **printed**, **emailed** and **written** to a file.
- The same report can be emailed to multiple addresses.

Click on "OK" to save the Scheduled Report.

BUDGET REPORTING & LIMIT NOTIFICATION

Introduction

Budget Reporting

You can now set a Budget per Day for each Extension. Budget Reports can be generated to establish the extent of budget achieved for each extension user. The budget reports are found in the Extension Summary, Extension Detail and Extension Bar Graph reports.

These reports can be automatically generated using Schedule Memorized Reports and can be sent to an Email Address; Printer or Written to a File.

Telephone users are therefore always aware of their telephone performance against the allowed budget.

Edit Extension Information

In the column "**Budget/Day**", type in the Budget value for each Extension.

Once this Budget Value has been entered, you are now able to generate Reports. Simple select one of the Reports and click "View".

Example

- R10 per Day if the Report is drawn for one day the Budget will be worked out on R10.00.
- R10 per Day if the Report is drawn from Monday to Friday (5 Days) the Report will be worked out on R50.00.
- So a Budget for R300 for the Month will be worked out as R300 divided by 22.5 working Days which gives a Budget per day of R13.33.

Extension Summary Report

Select "**Budget**" on the **Additional Info** Tab.
Click "**VIEW**"

The Extension Summary Report will indicate standard information i.e., Unanswered Calls, Incoming Calls, Outgoing Calls as well as the Budget consumed for each extension in value as well as Percentage (%)

If a Monthly Budget Report is required, set the average Budget/Day to a value of example R10.00 per day. In a typical month with 30 days, this will equal R300.00 a month.

Extension Detail Report

Under the **Ext** Tab:
- o   Select a Percentage (%) Value.
- o   A report will be generated on all the selected extensions, which have exceeded the percentage value selected for the report.

Extension Bar Graph

This report gives you a graphical view of consumed Budgets for all or selected extensions.

You can also <u>Automatically</u> generate the **Extension Summary** and **Extension Detail** report using **Schedule Memorized Reports**. This can be found under the **Tools** Menu.

Limit Notification Introduction

Man3000 can automatically notify the user when the allocated budget has been reached. In a guesthouse you can assign a credit limit to each guest room for telephone calls. When the credit limit has been reached you can then be notified by way of a Pop-up, E-mail or SMS.

This can be used in your general office environment as well.
Set-up each extension into the Man3000 Guest Package and allocate a credit limit for each extension.

Edit Guest/Room Info

Select the extension/room to which the Limit will apply.
Click on the **Acc** Tab and make a payment equal to the required Limit.

- • Create a Room with an Extension attached.
- • Book in the Person.
- • Make a payment equal to the Budget required.
- • Calls will now deduct off of the Amount.

To Set Notification

Under the **Guest Menu**, select **Set Guest Report Settings.**
On the Top Right hand side of the window, the options available are:
- **None**
- **Pop-up Message**
- **Send Email / SMS-> Internet**
- **Lock Ext, Pin, W_Guest_Lock_Ext.Tis**

When the Pop-up option was selected and the user has exceeded the specified Limit, a "Pop-up Window" will appear and will also indicate the extent of the Limit exceeded.

For Email / SMS Notification, enter an email address or SMS address in the fields provided.
Save the Window and **Close.**

Lock Extension this is for 4x4 Scanner Units only.

Purge Telephone Calls

Clicking the Purge Button will Clear all Telephone Calls from All Rooms effectively resetting all Budgets.

GUEST PACKAGE

Guest Menu

The Guest Package is aimed at Bed & Breakfast establishments, Guest Lodges, small establishments and sub-letting part of your office space which is serviced by a PABX or 4X4 Scanner. The System allows you to charge for consumables or services for clients.
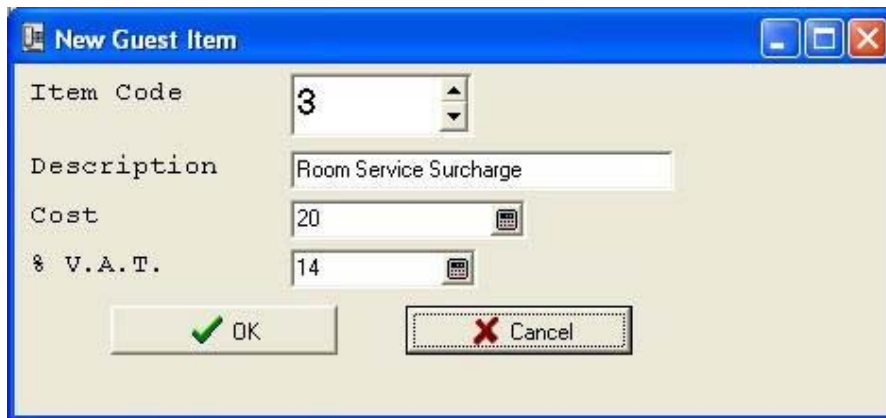
Setting Guest Items

Select Guest ➔ Set Guest Items

You have the following options:
  o Add Items, e.g. Single Room, Double Room, Room Service, Laundry, etc.
  o Delete Items.
  o Edit Items, e.g. if prices have increased.
  o Print.

To add an Item you would ➔ [Add Item] the following screen will appear, in which you would enter your required Description, the Cost and the VAT percentage.
Your Item Code will normally continue after your last entered Item Code in Sequence, but you also have the option of selecting another Item Code Number.

To delete an Item you would ➔ an Item [1 Single   100.00   14.0]
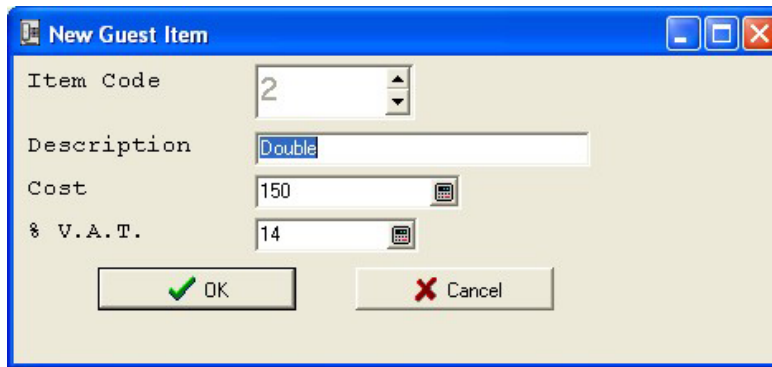
then ➔ [Del Item] a confirmation block will appear to confirm that that is the Item you would like to delete.

To Edit an Item you would   an Item as in deleting an Item then ➔ [Edit Item]
the following screen will appear, in which you will be able to Edit your Description, Cost
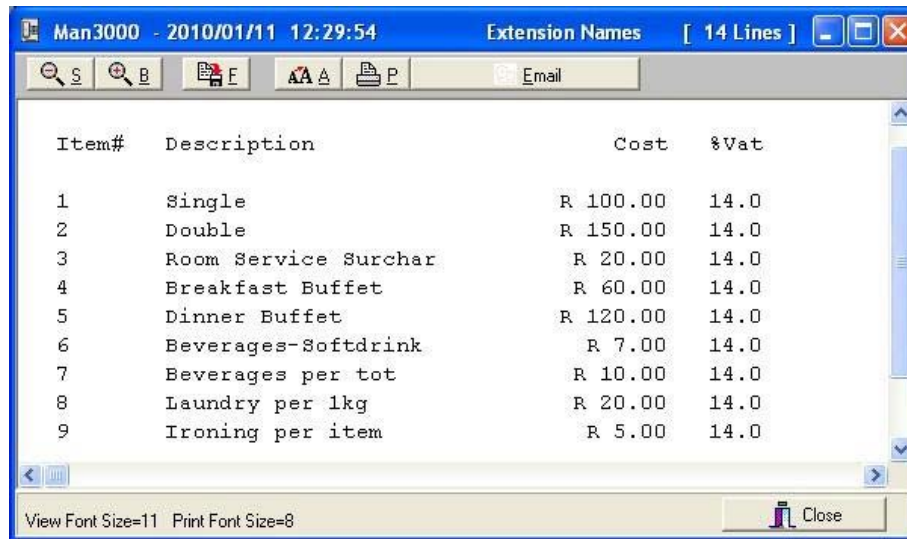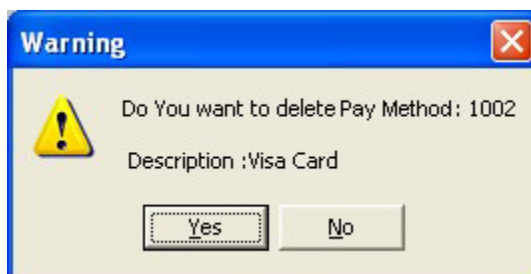or VAT Percentage if required.

New Guest Item

Item Code	2
Description	Double
Cost	150
% V.A.T.	14

✔ OK   ✗ Cancel

To Print your Item List ➔ [Print]

Man3000 - 2010/01/11 12:29:54   Extension Names   [14 Lines]

S B   F   A A A   P   Email

Item#	Description	Cost	%Vat
1	Single	R 100.00	14.0
2	Double	R 150.00	14.0
3	Room Service Surchar	R 20.00	14.0
4	Breakfast Buffet	R 60.00	14.0
5	Dinner Buffet	R 120.00	14.0
6	Beverages-Softdrink	R 7.00	14.0
7	Beverages per tot	R 10.00	14.0
8	Laundry per 1kg	R 20.00	14.0
9	Ironing per item	R 5.00	14.0

View Font Size=11   Print Font Size=8   Close

Setting Guest Payments

Select Guest ➔ Set Guest Payment

You have the following options:
- Add Payment Methods, e.g. Deposit, Cash, Credit Card or Prepaid Vouchers, etc.
- Delete Payment Methods.
- Edit Payment Methods.

To add a Payment Method you would ➔ [Add Pay Method] the following screen will appear, in which you would enter your required Description, the Cost and the VAT percentage. Your Item Code will normally continue after your last entered Item Code in Sequence, but you also have the option of selecting another Item Code Number.

To delete an Payment Method you would ➔ an Item [1002 Visa Card   0.00   0.0]
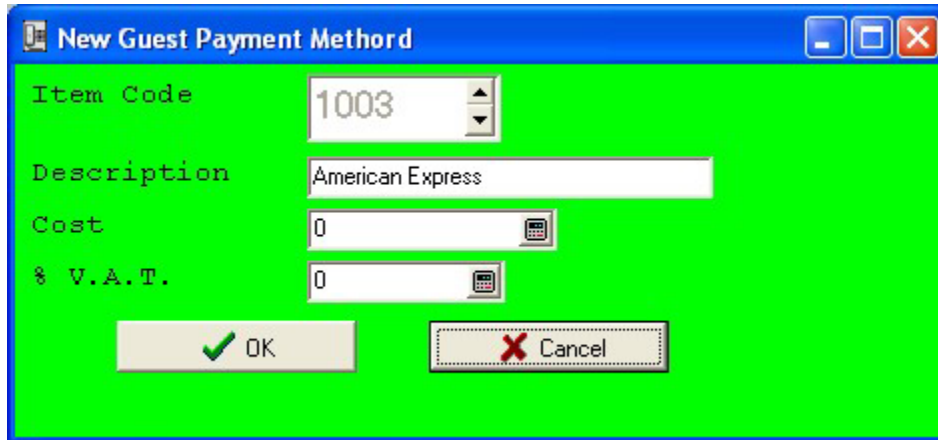
then ➔ [Del Pay Method] a confirmation block will appear to confirm that that is the Payment Method you would like to delete.

To Edit a Payment Method you would ➔ a Payment Method as in deleting a Payment

Method then ➔ [Edit Pay Method] the following screen will appear, in which you will be able to Edit your Description, Cost or VAT Percentage if required.

To Print your Payment Method List ➔ [Print]
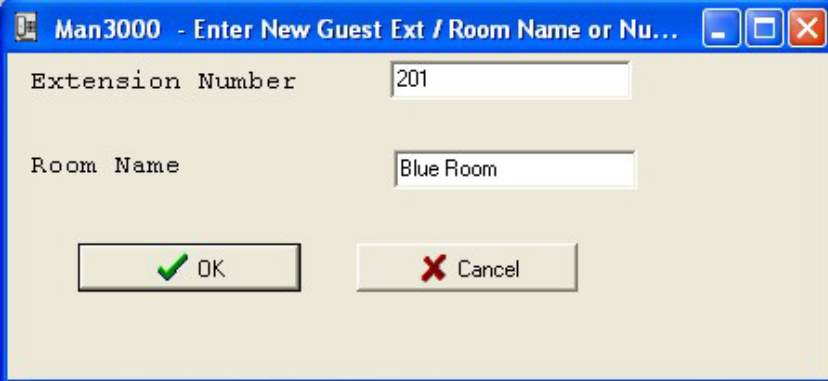

Setting Guest Report

- This option allows you to customise your reports by entering your establishment's details, thus personalising your Guest Report.
- By default, the Maximum Invoice Number is set to 9999, this means that after invoice number 9999 it will reset back to number one.
- The Client has the option of leaving blank lines open on the top of the Guest Report printout for printing on letterheads.
- When customising Reports you have the option of adding VAT to the telephone call records as well as adding a page break between items and the telephone call records.
- You are able to export your data to Microsoft Excel for further analysis.

Edit Guest/Room Info

Once the previous editing functions have been set up you can now start using the Guest Package.
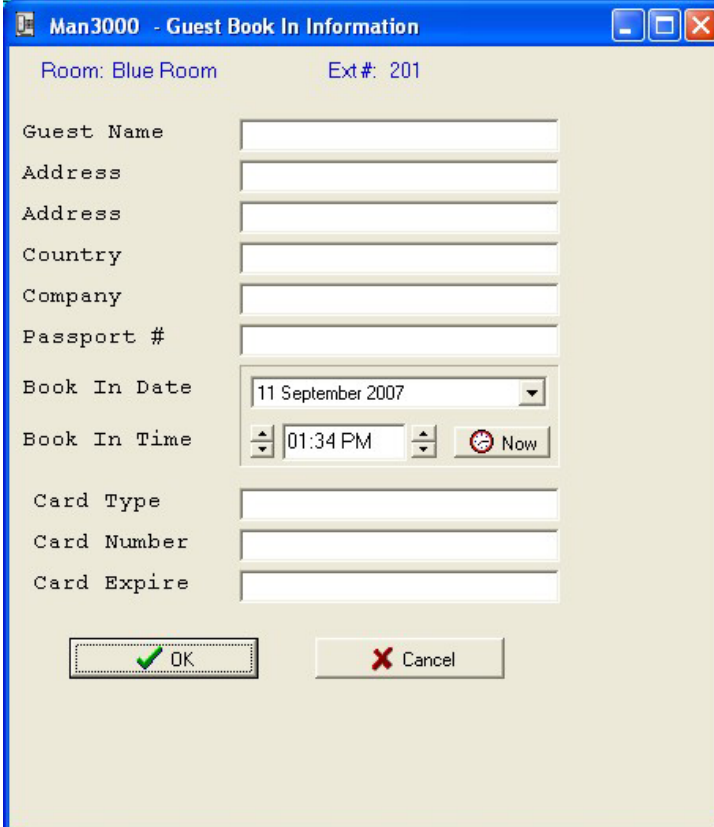
This screen is where the main functions take place.
- o Adding of extension numbers - these numbers will be the physical extension numbers of each room/office.
- o Adding of room names - these names are the names you have allocated to each room/office e.g. Room 1.

- o Booking in of New Guests.

Editing the Guest information.

o Viewing Guest Accounts.

Booking in a Guest

- Go to Guest/Room Info
- Select the relevant room and then New Guest
- Complete details

Guest Account

Adding Items to Guest Account

- Select Guest/Room Info
- Highlight Guest/Room
- Select Acc Button
- Select Add Item
- Then select which item on the list you require
- Select Quantity and edit amount if needed.

Processing Payments

- Select Guest/Room Info
- Select Room Acc
- Select Payment
  - Total is shown on Header Bar
- Enter payment method, e.g. Deposit, Vouchers or Credit card, etc. and enter amount.

Guest Report

Once payment has been entered, select the Print button on your screen. This will bring up a Print preview screen, which allows you to print a copy of the Tax Invoice/Non Tax Invoice for your Guest. An option to E-mail this invoice is also available for the Guest.

Booking Out a Guest

- In the Guest Account, select the Out Button.
- A warning window will appear confirming the booking out of a specific Guest/Room.
- Once you have agreed, the room will be cleared for future use.

If a Guest is to be booked out but the room balance is not at a zero balance, an error will appear; "Are you sure you want to book out?

If a call is made from a vacant room, a warning will automatically appear on your screen.

View Old Guest Reports

For follow up, all Guest Reports are saved in the Man3000 system files.
Once a Guest has been booked out, the Guest Package makes use of the Invoice number as a reference to save Guest Reports.

MAN3000 PERSONAL COPY AND SYNCHRONISATION

Man3000 Personal Copy

INTRODUCTION

The Man3000 networking has been changed to offer live reporting and down loading of data on multiple computers within the same company network. This is referred to as a personal copy.

Installation Step 1
Man3000 Live

- Install the Man3000 software onto the host/master computer on the company's network.
- This copy of Man3000 will have the buffer box connected.
- Set the software up completely: PABX formats, serial port settings, etc.
- Once everything is working correctly register the software with T.I.S.

Installation Step 2
Export to Personal Copy
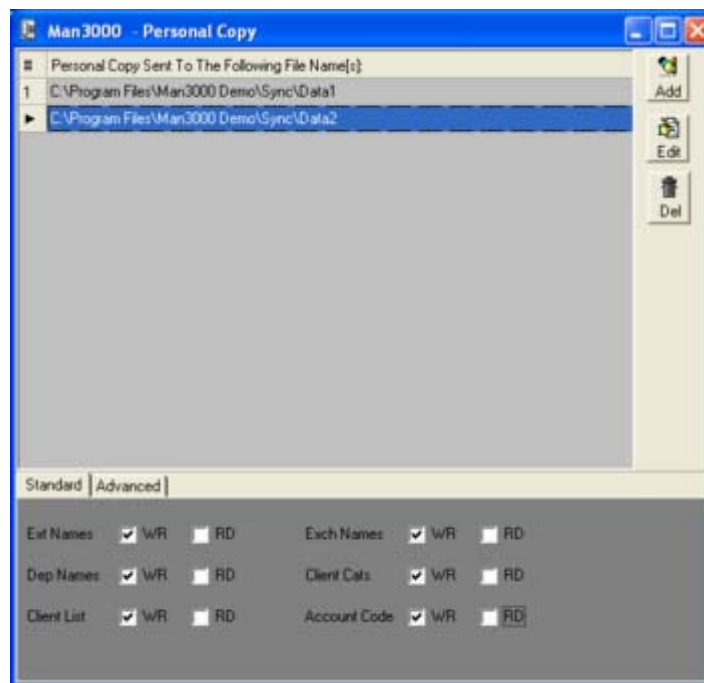
- Establish how many personal copies are required. (How many computers need access to Man3000).
- Open the Man3000 copy on the host/master computer.
- Enter your technical password.
- Open the **file** menu.
- Open the **Personal Copy Menu.**
- Click on Add.

- Select a file name.
  - Note that this file name could have any name, e.g.: the name of the person/machine for applicable personal copy, e.g. Reception, Data, John, etc.

NB!! Each personal copy must have a different file name!! NB

Make sure that the Sync folder created on the host/master PC is fully shared on the network.

Installation Step 3

Import to Personal Copy
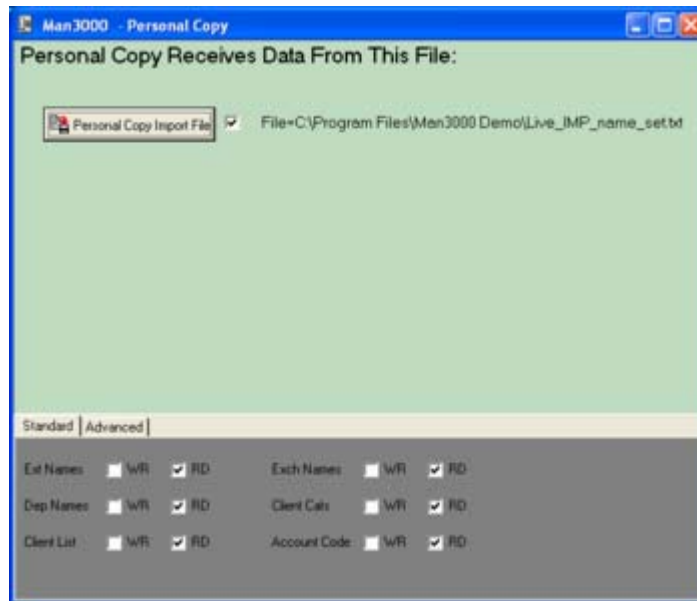
- Install the **same version** of Man3000 software on the personal computer that requires access to the host/master copy of Man3000.
- Enter your technical password.
- Open the **file** menu.
- Open the **Personal Copy Menu**.
- Select **Personal Copy Import file.**
- Browse through the network to the computer with the host/master Man3000 on it.
- Browse to the "**Sync"** folder and select the corresponding export file name pre-saved in step 2.
- You will now have live records being recorded on the personal copy.
- Synchronize the host/master copy with the personal copies, see the chapter on synchronization.

   NB No com port should be selected **NB**

- Once everything is working correctly, register the software with T.I.S.

Important:
Remember when registering the personal copy, ensure that at least one telephone record has been recorded in the personal copy database, this will ensure that the serial number of the master/live copy is being transferred to the personal copy to allow registration.

Synchronization

INTRODUCTION

Should you be running *more* than one copy of Man3000 on a company's network using the "**Personal copy**" Method, you would require synchronization of all your critical data. This data includes your *Extension information*, *Department information*, *Client list information*, *Exchange Line information*, *Account codes* and your *Client Categories*.

Setup

- Enter your technical password on the host/master copy of Man3000.
- Go to the **File** menu.
- Go to the **Personal Copy** menu.
- You would have already set-up the export paths to all the other personal copies.
- The option for synchronization of extension names, departments, client list, etc. should be configured as follows:
    - Initially the **WR** should be ticked on the live/host/master copy and **RD** on the personal copies, only until all the copies are updated and then the permissions can be changed to suit desired result.
    - All changes made to any of the extensions, departments, etc., will be written to the sync folder on the host/master copy and will update all the other personal copies, depending on their permissions.

Permissions

Two user classes are catered for, namely **Read** and **Write**.
- The **Read** option, only allows for reading changes made in the master files (**RD**).
- The **Write** option allows for updating and reading of the master files (**WR**).

All updates in the master files will be distributed to all the personal copies.
This is fully automatic and requires no user intervention.

Sync Folder (ADVANCED TECHNICIANS ONLY)

- This folder is set up when a different Sync path is required.
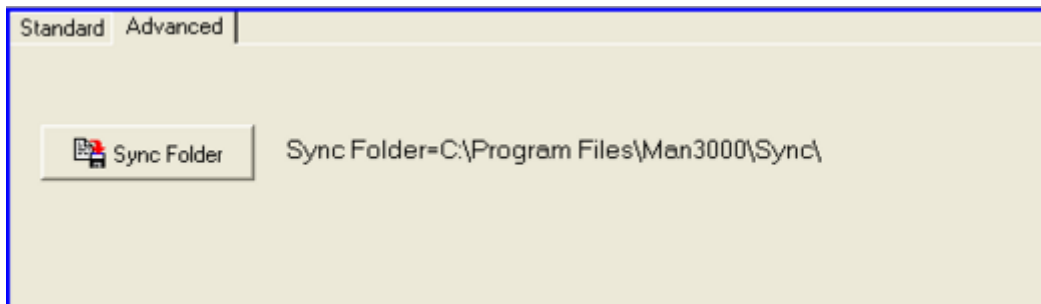
4 x 4 TELEPHONE SCANNER

1. Introduction

The 4x4 Telephone Scanner is designed to monitor and control telephone calls on Standard Telkom Analogue Telephone Lines as well as Least Cost Routers. The 4x4 Scanner is contained in a robust housing making it suitable for any type of environment. The Scanner is connected to an IBM PC. The entire configuration settings are done through the PC and are password protected. The 4x4 Scanner can monitor between 1 and 16 exchange lines, or it can front end a PABX, PBX or DPS system. At the end of each telephone call made, the Scanner will store all the details relating to that telephone call.

2. Features of the 4 x 4 Scanner

- The 4x4 Scanner is SATRA approved, licence number AFR26.

- Requires a PC using Microsoft Windows '95/'98/'2000/'Nt/'ME/'XP or 'Vista.

- Telephone Calls are Time and Date stamped. Off hook Duration, Dialled Number or CLI, Account Code, Exchange Line number used and Extension number used forms part of the Telephone call record.

- The PC need NOT be dedicated to the 4X4 Scanner. The scanner stores +/-600 telephone call records in its memory. This can be upgraded to +/-2000 telephone calls records.

- The 4x4 Scanner has battery back up.

- The Option of forced Pin Access.
  160 Pin numbers are available for the option of forced pin access. Anyone wishing to make a call must enter his/her personal pin number, before he/she is able to make a telephone call. The call will be registered to his/her name and not his/her extension number.

- 100 Emergency Numbers available, which are always unlocked.

Although being configured differently, the same reports are available as in the Man3000 Telephone Information Software. (Refer to Chap 1)

3. Account Coding

After the dialled number has been dialled using pin access, a '*' or '#' dialled will force the account code feature, any digits which are then entered will be stored in the account code field of the Man3000 software. Reports can be extracted on these account codes.

4. Setting up Pin Numbers

There are 160 pin numbers available on the system. These pin numbers are set on the PC under "**Edit Extension Information**". Each pin number is associated with a user number, starting from "100". If a telephone call is made using the PIN number, that call will be logged to a specific user.

If an incorrect pin number is dialled or if a phone number is dialled without the use of a Pin Number, the call will be cut off. All numbers in the Emergency number list can be dialled without the use of a pin number.

Portable Class of Service

160 pin numbers are available. Certain pin numbers may have different levels of access (if the portable class of service feature is activated on the scanner) for example:

- o Pin numbers starting with a 1; 8; or 9, may only make local calls.
- o Pin numbers starting with a 6; or 7, may only make local, national and mobile phone calls.
- o Pin numbers starting with a 5, may only make local and national calls.
- o Pin numbers starting with a 4, may only make local and mobile phone calls.
- o Pin numbers starting with a 0; 2 or 3, may make calls to any number.

For more information about this option, please contact your dealer.

4.1 How to make a Call using Pin Access

To make a call which is normally blocked by the route restriction, the user will lift the handset, select a line if on a PABX extension, DPS or Router, make sure to wait for Dial tone, then dial "*" and then the 4 digit pin number. The scanner will detect this and if the pin number is valid, will cut the line for 2 seconds for verification and restore the line again thus giving dial tone. The telephone call can now be made on this line. If the user needs to make another call, the same procedure has to be repeated. If pulse phones are being used the "*" must be replaced with "11".

The redial feature cannot be used on the scanner and must be disabled.

NOTE: If a DPS Elite telephone is used, the exchange line will be cut off once the pin number has been entered and the same exchange line must then be selected to allow telephone calls to be made.