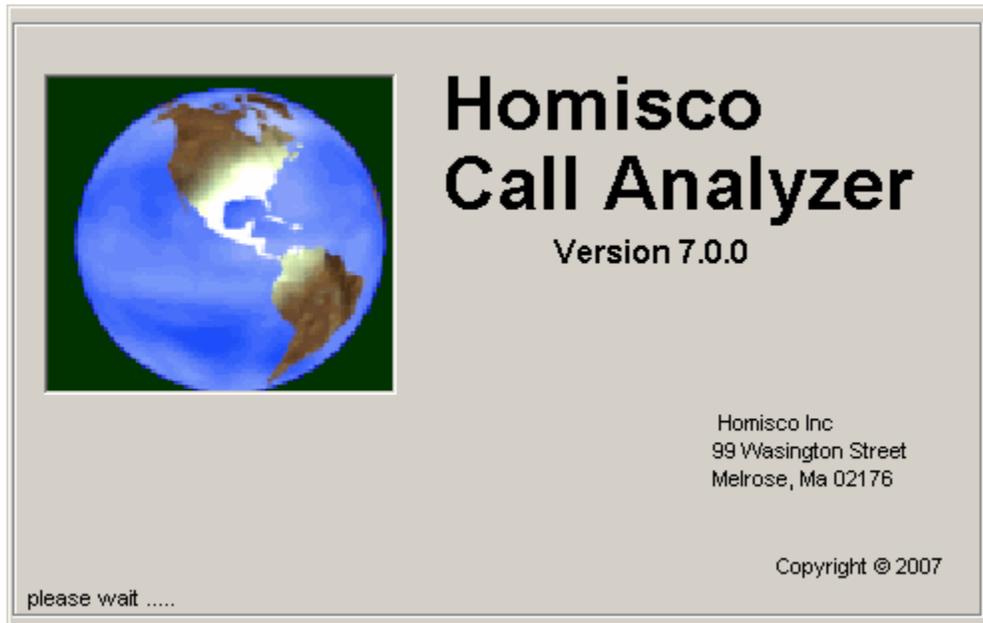


HOMISCO, INC.

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TELECOMMUNICATIONS MANAGEMENT INFORMATION SYSTEMS



HOMISCO CALL ANALYZER

NETWORKED CALL ACCOUNTING SYSTEM

USER'S MANUAL

APRIL 11, 2007

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Product Description

The Homisco *Call Analyzer* is an easy-to-use, network-based, call-accounting system. It was developed through our many years of experience in the industry and through the use of valuable feedback from our customers.

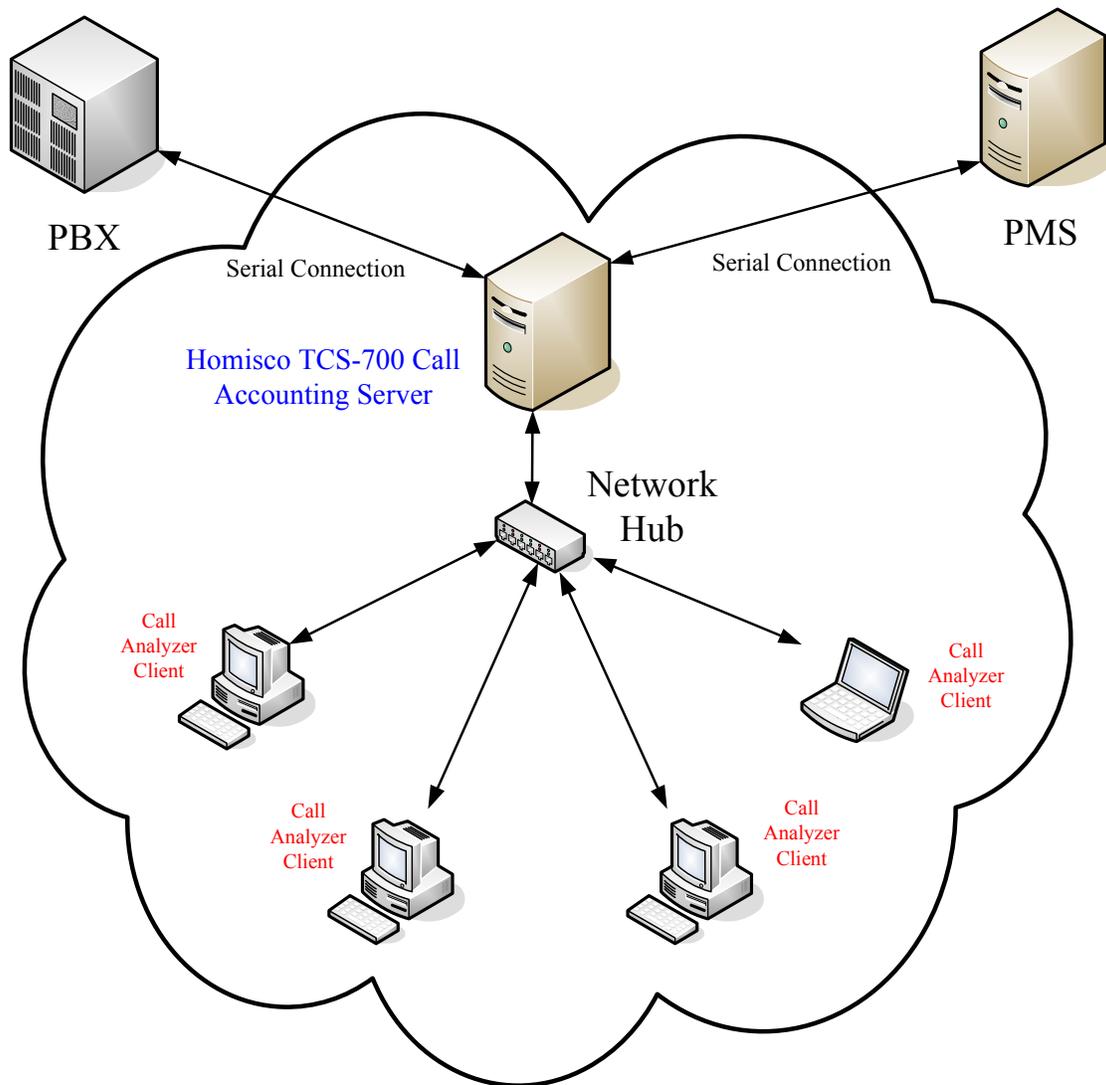
While developing this product, our goals were to come up with a system that the customer enjoys using, provides as much useful information as possible with as little effort as possible, and, the customer would not be required to swap out their existing stand-alone TCS-700 Linux system. The *Call Analyzer* reuses the existing on-site system, it's call-collection capabilities and its existing pricing engine, while at the same time giving the user a graphical interface that is simple to use and easy to understand.

You will see the first time you launch the *Call Analyzer* client that our new interface displays critical information right on the main screen for you. Raw call data from the PBX and priced calls sent to the PMS scroll through two small windows at the bottom of the main screen (see screenshot below).



Not sure if your collecting and posting phone calls? Just look here and you'll find out very quickly! Our "Active Call Monitor" client can be a handy tool for use by front-desk personnel -- no more running reports and calling technical support to see if the system is functioning properly -- the "Active Call Monitor" tells you at a glance.

Homisco is constantly working on upgrades to the *Call Analyzer*, many of which are based on feedback from customers currently using the product. There are several more releases planned as we develop security features, additional utility options and system management tools.



Above is the basic layout of a Homisco Call-Accounting system on a LAN. The Homisco system will collect raw call data from the PBX and send priced calls to the PMS system for posting to guest folios. Computers within the LAN that have a registered *Call Analyzer* client installed will be able to access the system, view live call data, run reports and perform other tasks as necessary.

Although the *Call Analyzer* is a valuable tool in and of itself, it is also a stepping-stone to our popular *ASP Call Manager* upgrade. The *ASP Call Manager* is a software package that notifies you of critical system alerts (interface down conditions, 911 calls, etc) as they occur, lets you know of possible telephone fraud situations and sends employee productivity reports, all via email... you don't have to do anything except check your email and read what we send to you! You select the parameters that you want to be alerted to and we do all the work for you. We can monitor and report on

several different things, such as -- guest calls over a certain dollar amount, admin dialing of international and directory assistance numbers, unauthorized use of admin phones during certain hours, etc.

As you can see, we have developed an interesting combination of products that were specifically designed to make your job easier. We feel that you will be very happy with the *Call Analyzer*, its functionality and ease of use. Be sure to keep your version of the *Call Analyzer* up-to-date by checking with us periodically as we have a series of enhancements that are scheduled to be released over the next few months.

Once you are comfortable with the *Call Analyzer* and you're ready to "take it to the next level", be sure to call us for more information on the *ASP Call Manager*!

Installation Prodecure

(If any of the steps in this document are unclear or you encounter problems during installation, please call Homisco at 781-662-5233 and speak to a technician.)

1. In order to begin the installation, you must have the **hotelsetup.exe** file. Homisco will provide it via E-mail, on CD-ROM at the time of the system installation or upgrade, or, it can also be downloaded from here:

http://www.homisco.com/support_downloads.asp

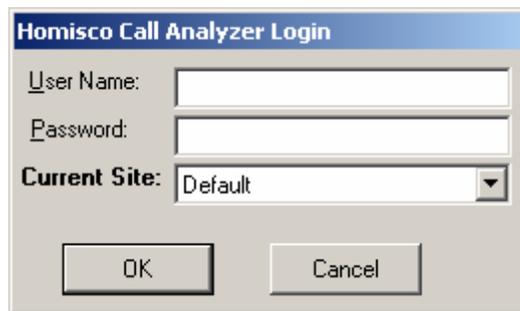
(Go to “Programs and Patches” at the bottom of the page)

2. Save/copy the file to your Windows desktop or a folder of your choice.
3. Click on the **hotelsetup.exe** icon and select all of the defaults during the installation process. It will install the program in **c:\Program Files\Homisco**.
4. After the installation is complete, click on the Homisco Call Analyzer VX.X (X = version number) icon on your desktop. This will bring you to the main interface screen.
5. The configuration menu will pop to your screen the first time you run the Call Analyzer.
6. On the next screen, click on the **new site** button.
7. In the **site name** box, type in the name you want to assign to the system, and in the **IP Address box**, type in the I.P. address assigned to the Homisco computer (deleting the words **shoplinux** in the process). Do not make changes to port settings or username/password info unless instructed to do so by a Homisco technician.
8. Click on the **Add Site** button. Answer **YES** to the confirmation dialog box that pops up to finish the process. Your Call Analyzer will now close.
9. You must contact Homisco to be licensed at this point. If your Homisco Call Analyzer is not licensed all of your icons in the Homisco Call Analyzer will be grayed out.
10. After you are licensed you will be able to run your reports and see raw call data.

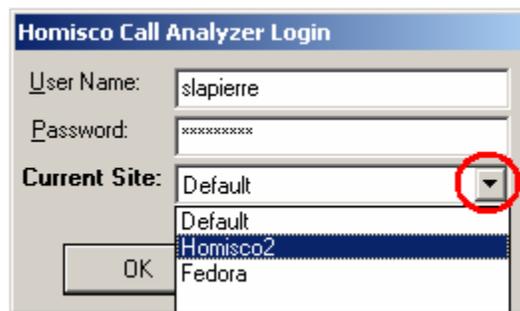
Starting the Call Analyzer



Once you have successfully installed the Homisco Call Analyzer, double-click on the “Call Analyzer” icon to start the software.

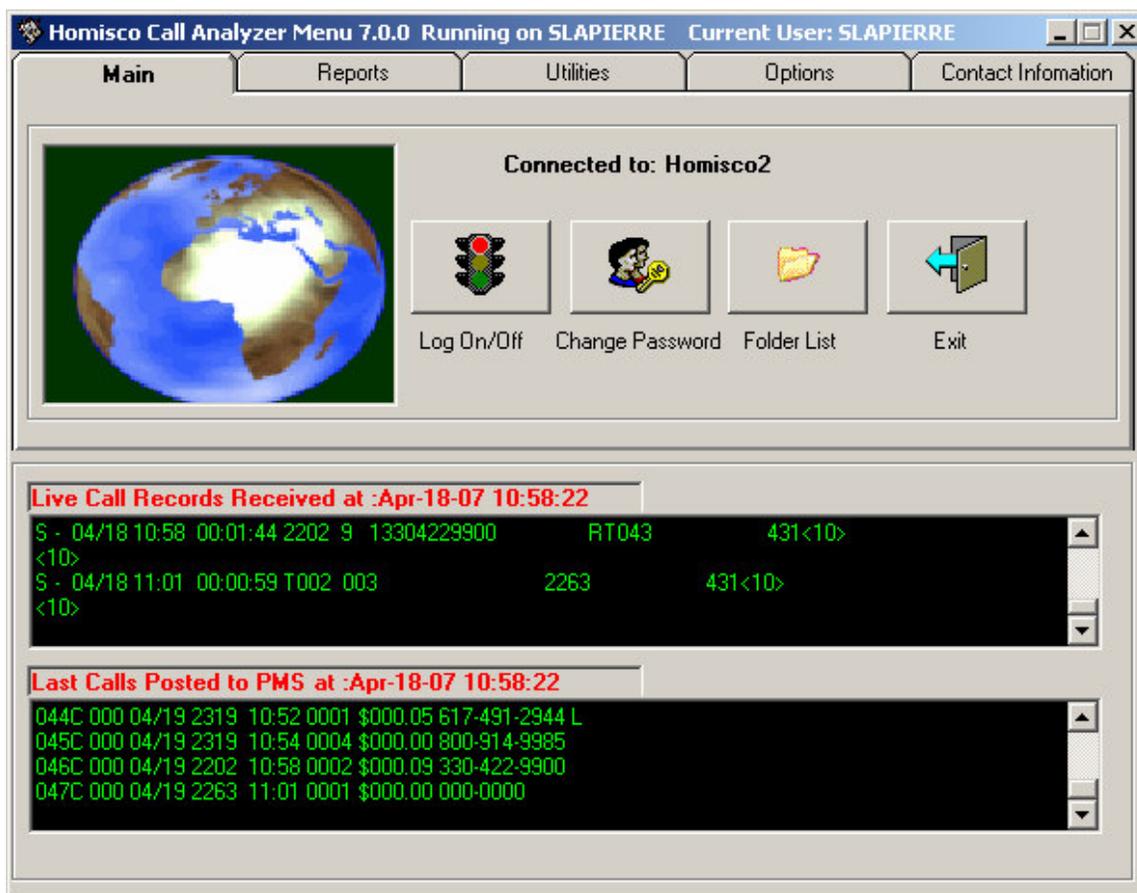
A screenshot of the Homisco Call Analyzer Login dialog box. It has a blue title bar with the text "Homisco Call Analyzer Login". Below the title bar are three input fields: "User Name:" with an empty text box, "Password:" with an empty text box, and "Current Site:" with a dropdown menu showing "Default". At the bottom are two buttons: "OK" and "Cancel".

You will initially be brought to the “Login” screen. Here you will enter your assigned user name and password.

A screenshot of the Homisco Call Analyzer Login dialog box, similar to the previous one, but with the "Current Site:" dropdown menu open. The dropdown menu shows three options: "Default", "Homisco2", and "Fedora". The "Homisco2" option is highlighted in blue. A red circle is drawn around the dropdown arrow icon.

You must also select which Homisco server you wish to connect to (most will have only one option). Simply click on the drop down arrow indicated above and you will be shown which systems you can connect to.

The “Main” Tab



The “Main” tab is where you are brought to by default after successfully logging into the Call Analyzer.



In the screenshot above, the information in the blue bar shows you which version of the Homisco Call Analyzer that you are running, the computer name you are running it from (SLAPIERRE in this case), and your user name (SLAPIERRE again). You are also told which system you are “Connected to:”. In this case, it is a Homisco server called “Homisco2”.



Log On/Off – Click here to log off of the Call Analyzer. You will be returned to the initial login screen.



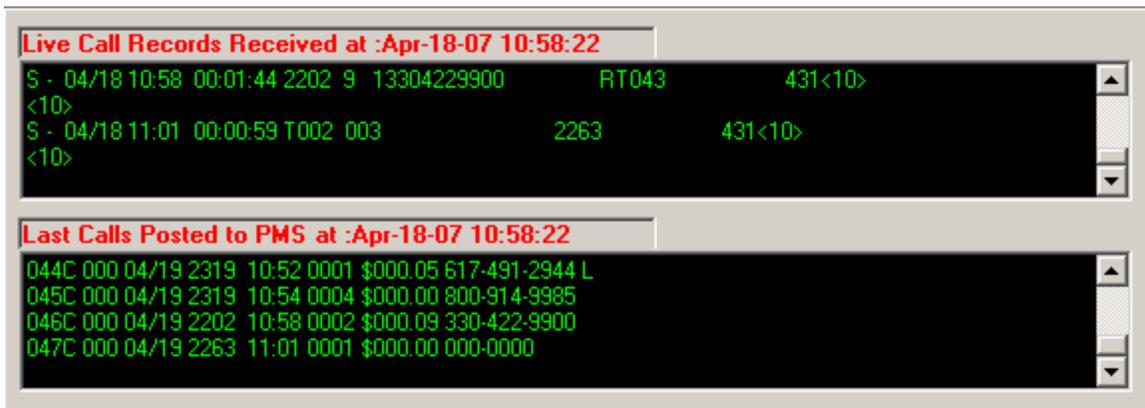
Change Password – Click here to change your current user password. You will be asked to reenter your old password and enter a new one and confirm it.



Folder List – Click here to access the download folders. When you clear errors, run reports, generate “call calculator” reports, and run system backups on the Homisco system, the files are automatically stored in the appropriate folder which will be entitled “Errors”, “Reports”, “Call_Calc” and “Backups”.



Exit – Click here to close the Call Analyzer.

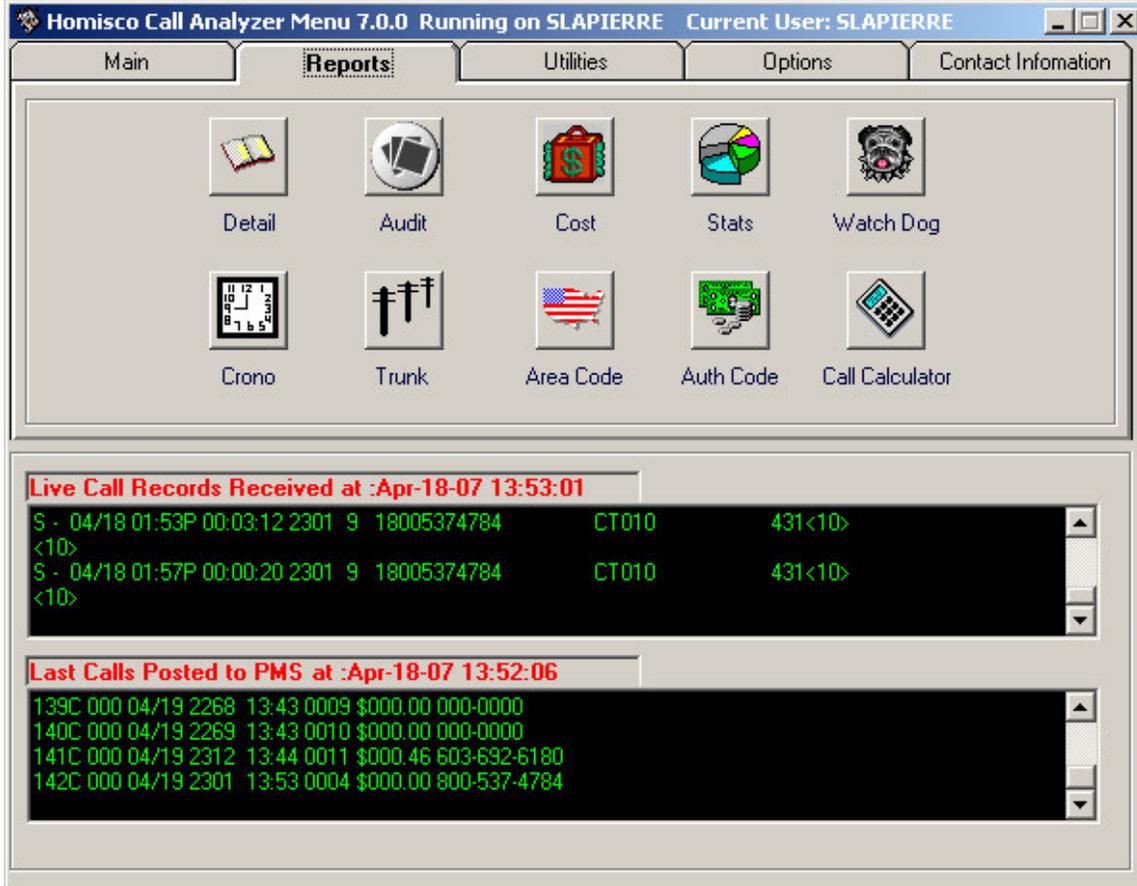


The screenshot above shows live data that is being received and sent from the Homisco call-accounting server. Above each window you will see the date and time of the last data received (top window) or posted to the PMS (bottom window).

The top window shows live call data coming from the PBX to the Homisco server. If you're not sure whether you are receiving calls from the PBX make a test call of at least one minute in duration to see if it appears in this window.

The bottom window shows live call data being sent from Homisco to the PMS for posting to guest folios. If you're not sure whether you are posting phone revenue to the PMS, you can make a test call from a guest room to see if it appears in this window.

The "Reports" Tab



From the "Reports" screen of the client you can run a variety of different reports. Simply click on the icon for the report you wish to run, set up your report parameters and click "Run Report". The report will pop to your screen for viewing and you can then save it for future reference in an appropriate sub-folder. The available reports are listed below along with a brief summary of what each report will show you.



Report Descriptions



Detail Report - The "Detail Report" will provide the most detailed individual call information that is available. It can be run for one or more extensions, departments or divisions and for any period of time.



Audit Report - The "Audit Report" will provide a summary, by division, of all calls made since the last time the Homisco audit report was run and the numbers "cleared". The revenue figures on your audit report should be close to balancing with the total on your Property Management System (PMS), if you have one. For best results

when comparing these numbers, you should run the Homisco and PMS reports as close to the same time as possible. You may need to shut down the CAS/PMS interface to ensure that the Homisco system is not posting more revenue to the PMS after you have already run the PMS reports.



Cost Report - The “Cost Report” provides a summary of revenue and calls made by the entire organization, division, department or extension. The report will show revenue figures and either detailed calling patterns or a simple summary depending on the parameters used to run the report.



Stats Report - The “Stats Report” will provide call data for a variety of searches as follows:

- Top xx calls by cost
- Calls costing over a certain dollar amount
- Top xx calls by duration
- Calls with duration over a certain number of minutes
- Top xx calls by frequency



Watch Dog Report - The “Watchdog Report” will provide a list of stations that have called a specific number during the time period that you specify.



Crono Report - The “Chrono Report” will provide a list of all calls (both guest and admin) made on a given day, in the order they were sent to the Homisco system, for the time period that you specify.



Trunk Report - The “Trunk Report” will provide trunk detail or summary on any trunk group. The layout of the report can vary greatly based upon the parameters that you set when running the report.



Area Code Report - The “Area Code Report” will provide a summary of all calls made to each area code specified.



Authorization Code Report - The “Authorization Code Report” will provide individual call detail reporting by authorization code number, if available. It can be run for one or more authorization codes, divisions, departments or extensions.



Call Calculator Report – The “Call Calculator Report” will allow you to see how the price of a call is calculated simply by entering the area code, prefix, call duration and extension line-type.



Detail Report

Purpose

The “Detail Report” will provide the most detailed individual call information that is available. It can be run for one or more extensions, departments or divisions and for any period of time.

Parameters

Compact Version: By checking this box, in addition to all call detail on an extension, your report will also have a summary after each extension showing individual extension statistics as follows:

NUMBER OF CALLS :	39	TOTALS:	02:13	5.20
		AVERAGE:	00:03	0.13
EXTENSION SUMMARY :				
SUMMARY OF COSTS		USAGE AND COST STATISTICS		

STATION EQUIPMENT COST:	0.00	TOTAL DURATION:	02:39	
OTHER CHARGES & CREDITS:	0.00	AVERAGE DURATION:	00:03	
OVERHEAD:	0.00	TOTAL CALLS:	48	
TOTAL USAGE:	0.00	AVERAGE COST:	0.11	
OTHER:	0.00	TOTAL COST:	5.72	

By not checking this box, your extension summary will look as follows:

NUMBER OF CALLS :	42	TOTALS:	02:22	5.20
		AVERAGE:	00:03	0.12
NUMBER OF LOCAL CALLS :	6	TOTALS:	00:17	0.52
NUMBER OF LONG DISTANCE CALLS :	42	TOTALS:	02:22	5.20
		=====	=====	
GRAND TOTAL CALLS :	48	TOTALS:	02:39	5.72
		AVERAGE:	00:03	0.11

No Page Break: Leaving this box blank will insert a page break in between each extension number. By checking this box, you will turn off page breaks in between extensions.

Summary Boxes: Clicking on any of these boxes will report that specific call category as a one line item. For example, instead of listing out every single long distance call in detail, you will get a short summary like this:

LONG DISTANCE CALLS :

NUMBER OF CALLS :	47	TOTALS:	03:03	6.20
		AVERAGE:	00:03	0.13

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

All Calls In The System: Clicking on this box will run the report for all calls in the system rather than by a specific date range.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date and time boxes which will allow you to change the start and end dates and times.

Line-Type/Division/Department/Extension: You can run the report for any division/department/extension/line-type that you desire. Simply click on one of these four options and you can then run for “ALL” entries at that level, or, you can pick individual divisions/departments/extensions/line-types. To select specific entries at this level click on each one that you want, then click the double-arrows pointing to the right to add them in. If you make a mistake and need to remove items from your list just click on the entries to remove and click the double-arrows pointing to the left.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Detail Report

```
#####
HOMISCO INC.
CALL DETAIL
05/11/05 TO 05/17/05
Tue May 17 14:49:46 2005
#####
```

```
DIVISION 2 CPE
DEPARTMENT 5300 Service
EXTENSION 2315 Steve L
```

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	TRUNK NUM
05/11/05	11:56	781 665-xxxx	Melrose MA	00:01	0.05	7
05/11/05	12:09	781 662-xxxx	Melrose MA	00:02	0.07	8
05/12/05	12:06	781 662-xxxx	Melrose MA	00:02	0.07	6
05/13/05	11:40	781 662-xxxx	Melrose MA	00:01	0.05	8
NUMBER OF CALLS :				4	TOTALS: 00:06	0.24
					AVERAGE: 00:01	0.06

LONG DISTANCE CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	TRUNK NUM
05/11/05	10:20	901 748-xxxx	Tennessee	00:02	0.09	48
05/11/05	15:35	603 759-xxxx	New Hampshire	00:11	0.46	46
05/11/05	16:24	603 866-xxxx	New Hampshire	00:02	0.09	46
05/12/05	11:32	800 294-xxxx	Service	00:01	0.00	8
05/12/05	15:14	603 866-xxxx	New Hampshire	00:02	0.09	46
05/16/05	11:21	603 866-xxxx	New Hampshire	00:02	0.09	46
05/16/05	12:50	212 752-xxxx	New York	00:02	0.09	46
05/16/05	14:11	800 696-xxxx	Service	00:06	0.00	8
05/17/05	09:28	207 608-xxxx	Maine	00:10	0.42	46
05/17/05	09:38	603 332-xxxx	New Hampshire	00:02	0.09	46
05/17/05	12:15	603 759-xxxx	New Hampshire	00:06	0.25	46
05/17/05	12:39	207 324-xxxx	Maine	00:02	0.09	46
05/17/05	13:29	877 563-xxxx	Service	00:03	0.00	7
05/17/05	13:58	877 563-xxxx	Service	00:02	0.00	7
05/17/05	14:03	603 759-xxxx	New Hampshire	00:10	0.42	48
05/17/05	14:01	877 563-xxxx	Service	00:12	0.00	8
05/17/05	14:00	603 759-xxxx	New Hampshire	00:14	0.58	46
NUMBER OF CALLS :				17	TOTALS: 01:29	2.76
					AVERAGE: 00:05	0.16
NUMBER OF LOCAL CALLS :				4	TOTALS: 00:06	0.24
NUMBER OF LONG DISTANCE CALLS :				17	TOTALS: 01:29	2.76
					=====	=====
GRAND TOTAL CALLS :				21	TOTALS: 01:35	3.00
					AVERAGE: 00:04	0.14



Cost Report

Report Options

Compact Version

Send to Printer on Homisco Computer

Date/Time Options

Interval

Date Range

Start Date: 05-16-05 Start Time: 00:01

End Date: 05-16-05 End Time: 23:59

Report Breakdown

Division ALL Department ALL Extension ALL

Add Division: 0001 VANK, 0002 CPE, 0003 DNC, 0004 Admin, 0005 Voice Mail, 0006 Unknown, 0007 Combined, 9999 Error

Selected Division: (Empty)

>> <<

RUN REPORT

Purpose

The “Cost Report” provides a summary of revenue and calls made by the entire organization, division, department or extension. The report will show revenue figures and either detailed calling patterns or a simple summary depending on the parameters used to run the report.

Parameters

Compact Version: By checking this box, the report will print a summary of all calls, by individual organization. Within the organization you will get a breakdown of number of calls, by call type, with total revenue figures shown.

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

All Calls In The System: Clicking on this box will run the report for all calls in the system rather than by a specific date range.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date and time boxes which will allow you to change the start and end dates and times.

Line-Type/Division/Department/Extension: You can run the report for any division(s), department(s), or extension(s) that you desire. Simply click on one of these three options and you can then run for “ALL” entries at that level, or, you can pick individual divisions/departments/extensions. To select specific entries at that level click on each

one that you want and click the double-arrows pointing to the right to add them in. If you make a mistake and need to remove items from your list just click on the entries to remove and click the double-arrows pointing to the left.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Cost Reports

The first sample is a cost report with the “Compact Version” unchecked:

```
#####
                        HOMISCO INC.
                        COST SUMMARY REPORT
                        The Extension Cost Report
                        05/01/05 TO 05/18/05
                        Wed May 18 10:30:03 2005
#####

                        DIVISION 2 CPE
                        DEPARTMENT 5300 Service
                        EXTENSION 1234 Barney Rubble
```

DIRECT DIAL CALLS:

CALL TYPE	# CALLS	DURATION	Avg. DUR	COST	Avg Cost
LOCAL CALLS	6	0:17	0:02	0.52	0.08
800/900 CALLS	4	0:11	0:02	0.00	0.00
950 CALLS	0	0:00	0:00	0.00	0.00
INFORMATION CALLS	0	0:00	0:00	0.00	0.00
LD W/I AREA CODE	0	0:00	0:00	0.00	0.00
LD W/I STATE	0	0:00	0:00	0.00	0.00
LONG DISTANCE CALLS	48	3:03	0:03	6.51	0.13
FOREIGN CALLS	0	0:00	0:00	0.00	0.00
INCOMING	0	0:00	0:00	0.00	0.00
SUB-TOTAL :	58	3:31	0:03	7.03	0.12

The second sample (below) is a cost report with the “Compact Version” checked:

```
#####
                        HOMISCO INC.
                        COST SUMMARY REPORT
                        The Extension Cost Report
                        05/01/05 TO 05/18/05
                        Wed May 18 11:23:46 2005
#####
```

EXTENSION	# CALLS	DURATION	Avg. DUR	COST	Avg. Cost
2202	103	5:03	0:02	12.99	0.12
2203	161	21:25	0:07	48.42	0.30
2214	55	7:09	0:07	4.88	0.08
2224	36	3:56	0:06	9.34	0.25
2225	53	3:49	0:04	3.81	0.07
2301	104	9:43	0:05	20.23	0.19
2302	15	1:25	0:05	1.27	0.08
2303	120	10:05	0:05	25.96	0.21
2305	15	1:47	0:07	3.66	0.24
2306	52	4:47	0:05	32.02	0.61
2307	41	2:53	0:04	5.26	0.12
2308	11	1:29	0:08	4.26	0.38
2312	68	3:23	0:02	8.30	0.12
2313	59	5:12	0:05	23.46	0.39
2314	133	8:39	0:03	17.24	0.12
2315	58	3:31	0:03	7.03	0.12
2316	40	1:54	0:02	1.90	0.04
2319	26	2:28	0:05	4.27	0.16
2555	27	2:27	0:05	4.14	0.15
GRAND TOTAL:	1687	163:46	0:05	378.11	0.22

TOTALS NOT ACCURATE, SAMPLE REPORT ONLY



Audit Report



Purpose

The “Audit Report” will provide a summary, by division, of all calls made since the last time the Homisco audit report was run and the numbers “cleared”. The revenue figures on your audit report should be close to balancing with the total on your Property Management System (PMS), if you have one. For best results when comparing these numbers, you should run the Homisco and PMS reports as close to the same time as possible. You may need to shut down the CAS/PMS interface to ensure that the Homisco system is not posting more revenue to the PMS after you have already run the PMS reports.

Parameters

Daily Audit Report: By checking this box, you will run an audit report of all calls since the last Daily Audit Report was run. This should normally be run when you are closing out your figures for the day on the PMS. (Note that if the Homisco system is rebooted for any reason these numbers will not be accurate and you should run a Cost Report for the same period instead.)

Monthly Audit Report: By checking this box, you will run an audit report of all calls since the last Monthly Audit Report was run. This should normally be run when you are closing out your figures for the month. (Note that if the Homisco system is rebooted for any reason these numbers will not be accurate and you should run a Cost Report for the same period instead.)

Clear Audit Report: By checking this box, you will clear the figures for whichever type of Audit Report you are running. If you do not check the box you will get the report, however, the calls and dollar figures will continue to accumulate.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Audit Report

Wed May 18 13:16:21 2005

YOUR COMPANY NAME
SUMMARY REPORT FROM : 05/17/05 TO : 05/18/05
CALLS NOT CLEARED
AUDIT PAGE
Service

DIRECT DIAL

Type	Number	DD Cost	DD Taxes	OP AST Markup	FIXED Markup	PERCENT Markup
INCOMING	0	0.00	0.00	0.00	0.00	0.00
LOCAL	10	0.76	0.00	0.00	0.00	0.00
LCLD	0	0.00	0.00	0.00	0.00	0.00
800-900	3	0.00	0.00	0.00	0.00	0.00
INFO	0	0.00	0.00	0.00	0.00	0.00
950	0	0.00	0.00	0.00	0.00	0.00
INTRA	0	0.00	0.00	0.00	0.00	0.00
LD	18	3.64	0.21	0.00	0.00	0.00
FOREIGN	0	0.00	0.00	0.00	0.00	0.00
Totals :	31	4.40	0.21	0.00	0.00	0.00

Wed May 18 13:16:21 2005

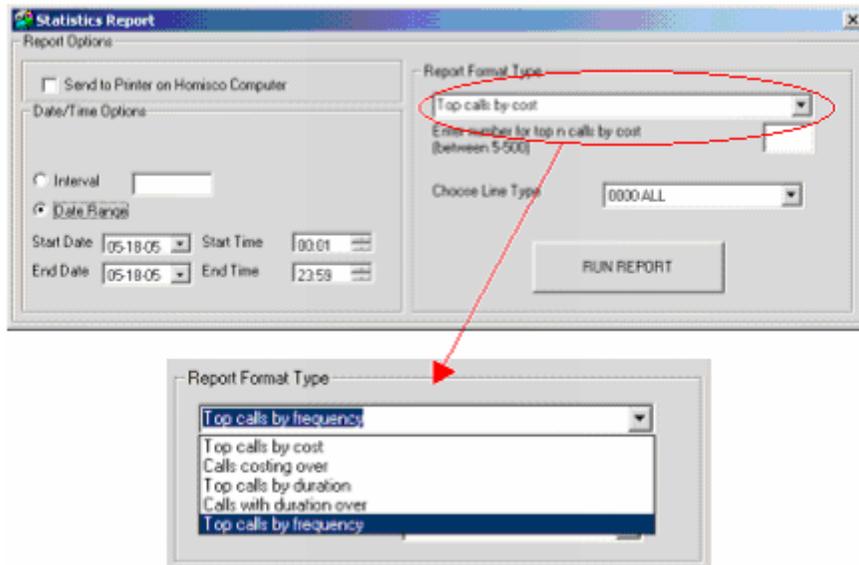
YOUR COMPANY NAME
SUMMARY REPORT FROM : 05/17/05 TO : 05/18/05
COST / PROFIT PAGE
Service

DIRECT DIAL

Type	Number	Revenue	Cost	Profit
INCOMING	0	0.00	0.00	0.00
LOCAL	10	0.76	0.76	0.00
LCLD	0	0.00	0.00	0.00
800-900	3	0.00	0.00	0.00
INFO	0	0.00	0.00	0.00
950	0	0.00	0.00	0.00
INTRA	0	0.00	0.00	0.00
LD	18	3.85	3.85	0.00
FOREIGN	0	0.00	0.00	0.00
Totals :	31	4.61	4.61	0.00



Stats Report



Purpose

The “Stats Report” will provide call data for a variety of searches as follows:

- Top xx calls by cost
- Calls costing over a certain dollar amount
- Top xx calls by duration
- Calls with duration over a certain number of minutes
- Top xx calls by frequency

Parameters

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date and time boxes which will allow you to change the start and end dates and times.

Report Format Type: Click on the pull-down tab to select which type of report you would like to run. Pick from the following list:

- Top xx calls by cost
- Calls costing over a certain dollar amount
- Top xx calls by duration

Calls with duration over a certain number of minutes
Top xx calls by frequency

Choose Line-Type: Pick which line-type you would like to run the report on. Normally, systems have 3 line-types – Guest, Admin and Meeting Rooms. You may also select “All” to run for all line-types.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Stats Reports

```
#####
                        HOMISCO INC.
                        CALL STATISTICS REPORT
                        The 10 Most Expensive Calls Report
                        04/18/05 TO 05/17/05
                        Wed May 18 14:06:25 2005
#####
```

EXT	EXTENSION NAME	DATE	NUMBER DIALED	DURATION	COST
2313	Service Main	04/20/05	4411xxxxxx	01:36	15.83
2301	Rubble, Barney	04/18/05	5995xxxxxx	00:20	9.27
4033	Unknown	05/05/05	217 xxx-xxxx	03:37	8.95
2313	Service Main	04/25/05	4411xxxxxx	00:45	7.42
2306	Goode, Johnny B	05/06/05	2410xxxxxx	00:06	6.68
2313	Service Main	04/20/05	4411xxxxxx	00:39	6.43
2306	Goode, Johnny B	05/12/05	2711xxxxxx	00:10	6.39
4033	Unknown	05/03/05	217 xxx-xxxx	02:25	5.98
2301	Rubble, Barney	04/25/05	4411xxxxxx	00:36	5.94
2313	Service Main	04/20/05	4411xxxxxx	00:36	5.94
Grand Totals :				10:50	78.83

```
#####
                        HOMISCO INC.
                        CALL STATISTICS REPORT
                        The 10 Longest Calls Report
                        03/19/05 TO 05/17/05
                        Wed May 18 14:48:31 2005
#####
```

EXT	EXTENSION NAME	DATE	NUMBER DIALED	DURATION	COST
2279	Adam Sternfield	03/21/05	618 665-4223	18:13	45.04
2405	Johar, Rajeev	04/12/05	508 460-3872	09:31	23.53
2405	Johar, Rajeev	04/12/05	508 460-3872	09:31	23.53
2279	Adam Sternfield	04/04/05	618 665-4223	04:52	12.04
4033	Unknown	05/05/05	217 696-4409	03:37	8.95
2313	Service Main	04/07/05	4411584565	02:27	24.23
4033	Unknown	05/03/05	217 696-4409	02:25	5.98
4033	Unknown	04/29/05	217 696-4409	02:00	4.95
2450	SIP Phones	03/30/05	702 835-5000	01:58	4.87
2279	Adam Sternfield	04/13/05	618 665-4223	01:54	4.70
Grand Totals :				56:28	157.82



Watchdog Report

The screenshot shows the 'Watch Dog Report' application window. On the left, under 'Report Options', there is a checkbox labeled 'Send to Printer on Homisco Computer'. Below that, 'Date/Time Options' includes radio buttons for 'Interval' and 'Date Range'. The 'Date Range' option is selected, and it includes fields for 'Start Date' (11-10-05), 'Start Time' (00:01), 'End Date' (11-10-05), and 'End Time' (23:59). On the right side, there are two empty list boxes: 'Saved Numbers' and 'Search Criteria'. Between them are two blue arrows pointing in opposite directions. Below these lists are icons for a floppy disk and an upward-pointing arrow, and a text input field with a blue arrow button. At the bottom right, there is a 'Phone Number' label and a 'RUN REPORT' button.

Purpose

The “Watchdog Report” will provide a list of stations that have called a specific number during the time period that you specify.

Parameters

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date and time boxes which will allow you to change the start and end dates and times.

Phone Number You Want To Search For: Enter the phone number(s) that you wish to search for here and click on “add” to add them to the search list. If you wish to remove numbers from your search list, simply click on the number to remove and then click on “Remove selected item”.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Watchdog Report

```
#####  
HOMISCO INC.  
WATCHDOG REPORT  
05/01/05 TO 05/20/05  
Report Date : Fri May 20 13:50:54 2005  
#####
```

```
-----  
NUMBER   DIALED   LOCATION  NAME      TOTAL   TOTAL   TOTAL  
          CALLS   DUR.     COST     EXTENSION  
-----  
207 111-1234   Maine          4    0:12    0.52    2315 Steve Lappierr.  
#####
```

```
#####  
HOMISCO INC.  
WATCHDOG REPORT  
05/01/05 TO 05/20/05  
Report Date : Fri May 20 13:50:54 2005  
#####
```

```
-----  
SUMMARY  
-----
```

```
-----  
NUMBER   DIALED   LOCATION  NAME      TOTAL   TOTAL   TOTAL   AVG   AVG  
          CALLS   DUR.     COST     DUR.    COST  
-----  
207 111-1234   Maine          4    0:12    0.52    0:03    0.13  
          =====  
          4    0:12    0.52    0:03    0.13  
-----
```



Chrono Report

Crono Report

Report Options

Send to Printer on Homisco Computer

Date/Time Options

Interval

Date Range Start Date: 05-16-05 End Date: 05-16-05

RUN REPORT

Purpose

The “Chrono Report” will provide a list of all calls (both guest and admin) made on a given day, in the order they were sent to the Homisco system, for the time period that you specify.

Parameters

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date boxes which will allow you to change the start and end dates.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Chrono Report

```
#####
                        HOMISCO INC.
                        AUDIT TRAIL REPORT
                        05/20/05 TO 05/20/05
                        Fri May 20 14:05:20 2005
#####
```

Ext.	Date	Time	Dur.	Number	Route	Cost
2213	05/20/05	07:50	1.21	781 234-5678	8	0.07
2213	05/20/05	07:54	2.35	781 234-5678	8	0.09
2213	05/20/05	08:04	1.18	781 234-5678	8	0.07
2213	05/20/05	08:09	1.07	781 234-5678	8	0.07
2307	05/20/05	08:09	7.27	800 234-5678	7	0.00
2213	05/20/05	08:13	1.48	781 665-2222	8	0.07
2405	05/20/05	08:16	0.53	508 922-4321	8	0.05
2405	05/20/05	08:20	10.08	508 922-7898	8	0.46
2213	05/20/05	08:25	1.12	781 234-5678	7	0.07
2213	05/20/05	08:28	1.17	781 234-5678	7	0.07
2213	05/20/05	08:32	1.48	781 234-5678	8	0.07
2312	05/20/05	08:47	1.45	770 234-5678	46	0.09
2307	05/20/05	08:50	2.39	212 752-7007	46	0.13
2323	05/20/05	08:55	12.51	352 332-1122	46	0.54
2312	05/20/05	09:03	1.46	212 758-1156	48	0.09
2307	05/20/05	09:09	2.55	617 889-4321	8	0.09
2284	05/20/05	09:12	4.13	305 827-8765	46	0.21
2308	05/20/05	09:17	5.06	44788418131	46	0.99
2301	05/20/05	09:24	0.53	905 763-2334	46	0.05
2301	05/20/05	09:37	4.46	905 763-4567	46	0.21
2314	05/20/05	09:43	1.44	217 328-8765	46	0.09
2307	05/20/05	09:46	1.24	781 721-9876	8	0.07
2314	05/20/05	09:46	0.51	770 957-6542	46	0.05
2301	05/20/05	09:47	6.51	800 272-8765	7	0.00
2314	05/20/05	09:47	1.10	573 334-4466	46	0.09
2201	05/20/05	09:49	1.26	877 853-8855	8	0.00
2314	05/20/05	09:49	1.03	573 334-9873	46	0.09
2555	05/20/05	09:49	2.44	617 954-9090	6	0.09
2314	05/20/05	09:50	1.40	573 334-1234	46	0.09
2314	05/20/05	09:53	0.47	716 685-4321	46	0.05
2307	05/20/05	09:58	0.37	781 555-1111	8	0.34
2301	05/20/05	09:59	64.20	647 722-9988	46	2.68
2314	05/20/05	10:00	1.34	405 302-7766	48	0.09
2314	05/20/05	10:01	3.50	800 225-0101	8	0.00
2306	05/20/05	10:03	0.46	702 835-5050	48	0.05



Trunk Report

The screenshot shows the 'Trunk Report' application window. It is divided into several functional areas:

- Report Options:** Includes a checkbox labeled 'Send to Printer on Homisco Computer'.
- Date/Time Options:** Features two radio buttons: 'Interval' (selected) and 'Date Range'. Below them are four dropdown menus for 'Start Date' (05-16-05), 'Start Time' (00:01), 'End Date' (05-16-05), and 'End Time' (23:59).
- Report Breakdown:** Contains four radio buttons: 'Trunk Group Summary' (selected), 'Trunk Number Summary', 'Detail By Trunk Number', and 'Detail By Trunk Group'. To the right is a dropdown menu for 'Trunk Detail By Hourly Interval' set to '1'.
- Add Trunks Group:** A list box containing trunk groups: 0000 Local, 0000 TEST, 0001 Local, 0002 Local, 0003 Local, 0004 Local, 0005 Local, 0006 Local, 0007 Local, and 0008 Local.
- Selected Trunk Groups:** An empty list box on the right.
- Navigation:** Between the two list boxes are buttons for 'All', '>>', and '<<'. A 'RUN REPORT' button is located at the bottom right.

Purpose

The “Trunk Report” will provide trunk detail or a summary of any trunk group. The layout of the report can vary greatly depending on the parameters that you set when running the report.

Parameters

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date boxes which will allow you to change the start and end dates and times

Report Breakdown: There are several different Trunk Reports that you can run, as follows:

- Trunk Group Summary – Shows a daily summary of calls over each trunk group. You will see data on number of calls, total duration, average duration, cost and average cost.
- Trunk Number Summary – Shows a summary of calls over each member of a trunk group. You will see data on trunk number, number of calls, total duration, average duration, cost and average cost.

Detail By Trunk Group – Shows detailed information of calls over each trunk group, broken down by the hourly interval that you picked when setting up the report. You will see data on number of calls, total duration, average duration, cost and average cost.

Detail By Trunk Number – Shows detailed information of calls over each trunk member, broken down by the hourly interval that you picked when setting up the report. You will see data on number of calls, total duration, average duration, cost and average cost.

Trunk Detail By Hourly Interval: By clicking on the pull-down tab you can enter the hourly interval that you wish the report to run by. For example, if you select an hourly interval of “4”, the report will show a breakdown of calls by each 4 hour increment.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Below: "Detail By Trunk Group" – Shows detailed information of calls over each trunk group, broken down by the hourly interval that you picked when setting up the report. You will see data on number of calls, total duration, average duration, cost and average cost.

```
#####
TRUNK GROUP CALL DISTRIBUTION
06/04/02 TO 06/04/02
Report Date : Wed Jun 5 13:56:00 2002
#####
```

TRUNK NAME: *T1 TRUNK GROUP: 15

HR	CALLS	DURATION	AVG DUR	COST	AVG COST
12 AM	2	0:07	0:04	0.00	0.00
01 AM	4	0:08	0:02	0.00	0.00
02 AM	0	0:00	0:00	0.00	0.00
03 AM	1	0:17	0:17	0.00	0.00
04 AM	2	0:51	0:26	0.00	0.00
05 AM	13	3:02	0:14	0.00	0.00
06 AM	37	9:58	0:17	12.80	0.34
07 AM	41	9:15	0:14	2.50	0.06
08 AM	55	4:25	0:05	0.85	0.01
09 AM	59	5:43	0:06	0.00	0.00
10 AM	53	6:54	0:08	3.30	0.06
11 AM	59	5:26	0:06	0.00	0.00
12 PM	67	6:52	0:07	6.30	0.09
01 PM	33	4:17	0:08	5.70	0.17
02 PM	23	1:53	0:05	0.00	0.00
03 PM	29	3:28	0:08	0.85	0.02
04 PM	38	5:22	0:09	6.05	0.15
05 PM	34	3:10	0:06	0.00	0.00
06 PM	20	1:23	0:05	0.00	0.00
07 PM	29	3:55	0:09	0.00	0.00
08 PM	14	1:33	0:07	0.00	0.00
09 PM	31	8:14	0:16	0.70	0.02
10 PM	15	5:49	0:24	8.60	0.57
11 PM	10	2:33	0:16	2.50	0.25
	=====	=====	=====	=====	=====
	669	94:35	0:09	50.15	0.07

Below: "Detail By Trunk Number" – Shows detailed information of calls over each trunk member, broken down by the hourly interval that you picked when setting up the report. You will see data on number of calls, total duration, average duration, cost and average cost.

```
#####
TRUNK NUMBER CALL DISTRIBUTION
06/03/02 TO 06/04/02
Report Date : Wed Jun 5 13:58:19 2002
#####
```

TRUNK NAME: *T1 TRUNK NUMBER 1 TRUNK GROUP: 15

HR	CALLS	DURATION	AVG DUR	COST	AVG COST
12 AM	1	0:18	0:18	0.00	0.00
06 AM	18	2:58	0:10	0.00	0.00
12 PM	22	2:15	0:07	0.00	0.00
06 PM	12	1:49	0:10	0.85	0.07
	=====	=====	=====	=====	=====
	53	7:20	0:09	0.85	0.01

TRUNK NAME: *T1 TRUNK NUMBER 2 TRUNK GROUP: 15

HR	CALLS	DURATION	AVG DUR	COST	AVG COST
12 AM	1	0:01	0:01	0.00	0.00
06 AM	18	3:46	0:13	3.30	0.18
12 PM	24	1:55	0:05	0.00	0.00
06 PM	11	2:33	0:14	0.40	0.03
	=====	=====	=====	=====	=====
	54	8:15	0:10	3.70	0.06



Area Code Report

Purpose

The “Area Code Report” will provide a summary of all calls made to each area code specified.

Parameters

Sort By Area Code: Clicking here will sort the call data by trunk group within each area code. (This report can be extremely long when run in this format).

Sort By Trunk Number: Clicking here will sort the call data by area code within each trunk number.

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date boxes which will allow you to change the start and end dates.

Add Trunk Group: When running this report you can select individual trunk groups to report on, or, click on “All” to report on all trunk groups.

Enter Area Code: Enter individual area codes that you would like to report on, clicking on the right-arrow to add them to your search list. If you would like to report on all area codes click on “All Area Codes” instead.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Area Code Reports

Below: Report is sorted by area code. Note that this format shows calls over each trunk number summarized below each area code. This report can be very long and should be used with caution!

```
#####
                                HOMISCO INC.
                                AREA CODE COST ANALYSIS BY TRUNKS
                                SORTED BY AREA CODE
                                05/13/05 TO 05/22/05
                                Mon May 23 14:17:52 2005
#####
```

TRUNK GROUP : 5 Local

AREA CODE : 508

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
5	Local	2	0:06	0:03	0.30	0.15	0.00
SUB-TOTAL :		2	0:06	0:03	0.30	0.15	0.00

AREA CODE : 617

TRUNK NUMBER	TRUNK NAME	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST
5	Local	1	0:01	0:01	0.05	0.05	0.00
SUB-TOTAL :		1	0:01	0:01	0.05	0.05	0.00

Below: Report is sorted by trunk number. Note that this format shows calls to each area code summarized below each trunk number.

```
#####
                                AREA CODE COST ANALYSIS BY TRUNKS
                                SORTED BY TRUNK NUMBER
                                ALL CALLS
                                Wed Jun 5 13:00:29 2002
#####
```

TRUNK GROUP : 15 *T1

TRUNK NUMBER : 1 NAME : *T1

AREA CODE	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST	
0	22	0:25	0:01	19.90	0.90	7.30	
800	1051	148:57	0:08	116.50	0.11	0.00	
877	399	47:13	0:07	47.70	0.11	0.00	
888	151	36:13	0:14	15.30	0.10	0.00	
SUB-TOTAL:		1623	232:48	0:08	199.40	0.12	7.30

TRUNK NUMBER : 2 NAME : *T1

AREA CODE	TOTAL CALLS	TOTAL DURATION	AVERAGE DURATION	TOTAL COST	AVERAGE COST	PENALTY COST	
0	18	0:18	0:01	15.90	0.88	3.90	
800	1038	164:40	0:09	229.10	0.22	0.00	
877	376	51:07	0:08	56.50	0.15	0.00	
888	156	32:43	0:12	54.60	0.35	0.00	
SUB-TOTAL:		1588	248:48	0:09	356.10	0.22	3.90



Authorization Code Report

Purpose

The “Authorization Code Report” will provide individual call detail reporting by authorization code number, if available. It can be run for one or more authorization codes, divisions, departments, or extensions.

Parameters

Compact Version: By checking this box, in addition to all call detail on an authorization code/extension, your report will also have a summary after each authorization code/extension showing statistics as follows:

NUMBER OF CALLS :	39	TOTALS:	02:13	5.20
		AVERAGE:	00:03	0.13
EXTENSION SUMMARY :				
SUMMARY OF COSTS				

STATION EQUIPMENT COST:	0.00	TOTAL DURATION:	02:39	
OTHER CHARGES & CREDITS:	0.00	AVERAGE DURATION:	00:03	
OVERHEAD:	0.00	TOTAL CALLS:	48	
TOTAL USAGE:	0.00	AVERAGE COST:	0.11	
OTHER:	0.00	TOTAL COST:	5.72	

By not checking this box, your extension summary will look as follows:

NUMBER OF CALLS :	42	TOTALS:	02:22	5.20
		AVERAGE:	00:03	0.12
NUMBER OF LOCAL CALLS :	6	TOTALS:	00:17	0.52
NUMBER OF LONG DISTANCE CALLS :	42	TOTALS:	02:22	5.20

GRAND TOTAL CALLS :	48	TOTALS:	02:39	5.72
		AVERAGE:	00:03	0.11

No Page Break: Leaving this box blank will insert a page break in between each extension number. By checking this box, you will turn off page breaks in between extensions.

Do Not Post Calls: Do NOT uncheck this box unless you are a hotel who posts calls manually to a PMS system through the use of Homisco reports.

Summary Boxes: Clicking on any of these boxes will report that call category as a one line item. For example, instead of listing out every single long distance call in detail, you will get a short summary like this:

LONG DISTANCE CALLS :

NUMBER OF CALLS :	47	TOTALS: 03:03	6.20
		AVERAGE: 00:03	0.13

Send to Printer on Homisco Computer: Checking this box will print the report to the printer that is physically attached to the Homisco Call-Accounting system. By not checking this box the report will not be printed at the printer attached to the Homisco server but can instead be printed to a printer of your choice that is on your network.

Interval: Clicking on this box will allow you to select the number of days to run the report for beginning from the previous day back. For example, if you click on this box and then type in “15” for the number of days the report will run showing data for the past 15 days beginning with yesterday going back.

Date Range: Clicking on this box will activate the date and time boxes which will allow you to change the start and end dates and times.

Calls With Auth Codes Only: Clicking on this box will report call data only for calls that were made using authorization codes.

Calls Without Auth Codes Only: Clicking on this box will report call data only for calls that we made without using authorization codes.

Calls With and Without Auth Codes: Clicking on this box will report all data whether callers used authorization codes or not.

Account-Auth Codes/Division/Department/Extension: You can run the report for any division(s), department(s), extension(s) or line-type(s) that you desire. Simply click on one of these four options and you can then run for “ALL” entries at that level, or, you can pick individual auth-codes/divisions/departments/extensions. To select specific entries at that level click on each one that you want and click the double-arrows pointing to the right to add them in. If you make a mistake and need to remove items from your list just click on the entries to remove and click the double-arrows pointing to the left.

Run Report: Click this box to run the report using the parameters that you have selected. The report will be generated and will pop to your screen. From here you can close it, save it or print it to any printer on your network.

Sample Authorization Code Report

```
#####
HOMISCO INC.
ACCOUNT CODE REPORT
CALLS WITH ACCOUNT CODES ONLY
05/11/05 TO 05/17/05
Tue May 17 14:49:46 2005
#####
```

```
DIVISION 2 CPE
DEPARTMENT 5300 Service
EXTENSION 2315 Steve L
ACCOUNT 444 CPE Manager
```

LOCAL CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	ORIG EXT
05/11/05	11:56	781 665-xxxx	Melrose	MA 00:01	0.05	2315
05/11/05	12:09	781 662-xxxx	Melrose	MA 00:02	0.07	2315
05/12/05	12:06	781 662-xxxx	Melrose	MA 00:02	0.07	2323
05/13/05	11:40	781 662-xxxx	Melrose	MA 00:01	0.05	2315
NUMBER OF CALLS :				4	TOTALS: 00:06	0.24
					AVERAGE: 00:01	0.06

LONG DISTANCE CALLS :

DATE	TIME	NUMBER CALLED	LOCATION	DUR	COST	ORIG EXT
05/11/05	10:20	901 748-xxxx	Tennessee	00:02	0.09	2315
05/11/05	15:35	603 759-xxxx	New Hampshire	00:11	0.46	2315
05/11/05	16:24	603 866-xxxx	New Hampshire	00:02	0.09	2315
05/12/05	11:32	800 294-xxxx	Service	00:01	0.00	2323
05/12/05	15:14	603 866-xxxx	New Hampshire	00:02	0.09	2315
05/16/05	11:21	603 866-xxxx	New Hampshire	00:02	0.09	1234
05/16/05	12:50	212 752-xxxx	New York	00:02	0.09	2315
05/16/05	14:11	800 696-xxxx	Service	00:06	0.00	2315
05/17/05	09:28	207 608-xxxx	Maine	00:10	0.42	2315
05/17/05	09:38	603 332-xxxx	New Hampshire	00:02	0.09	2315
05/17/05	12:15	603 759-xxxx	New Hampshire	00:06	0.25	2315
05/17/05	12:39	207 324-xxxx	Maine	00:02	0.09	2315
05/17/05	13:29	877 563-xxxx	Service	00:03	0.00	1234
05/17/05	13:58	877 563-xxxx	Service	00:02	0.00	2315
05/17/05	14:03	603 759-xxxx	New Hampshire	00:10	0.42	2315
05/17/05	14:01	877 563-xxxx	Service	00:12	0.00	1234
05/17/05	14:00	603 759-xxxx	New Hampshire	00:14	0.58	2323
NUMBER OF CALLS :				17	TOTALS: 01:29	2.76
					AVERAGE: 00:05	0.16

NUMBER OF LOCAL CALLS : 4 TOTALS: 00:06 0.24
NUMBER OF LONG DISTANCE CALLS : 17 TOTALS: 01:29 2.76

=====
=====

GRAND TOTAL CALLS : 21 TOTALS: 01:35 3.00
AVERAGE: 00:04 0.14



Call Calculator Report

The image shows a window titled "Call Calculator" with a close button (X) in the top right corner. Inside the window, there is a checkbox labeled "International call" which is currently unchecked. Below this is a label "Choose Line Type" followed by a dropdown menu. Underneath are three text input fields labeled "Enter Area Code", "Enter Prefix", and "Enter Duration". At the bottom center of the window is a button labeled "RUN REPORT".

Purpose

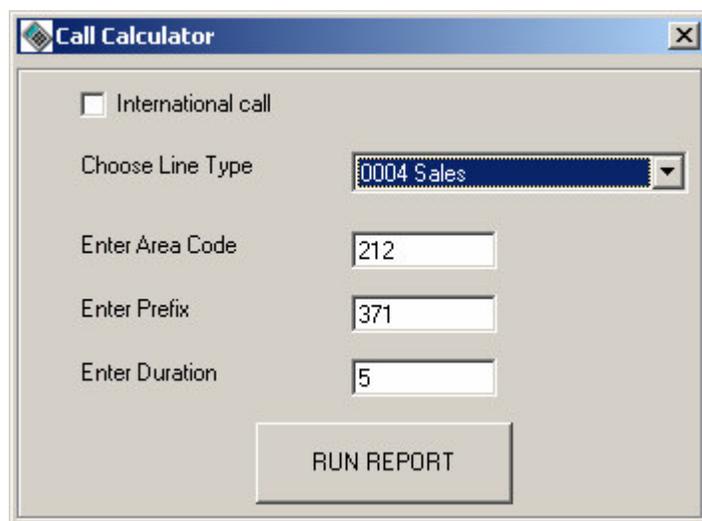
Clicking on this button will allow you to see how the price of a call is calculated simply by entering the area code, prefix, call duration and extension line-type. This can be useful for both employees and guests that have questions about how a call is priced.

Parameters

To price out a call, first select the "Line Type" of the extension/station that the call will price as. For example, if you are a hotel and want to price a guest room call you would select "Guest". In the example below, note that you click on the down arrow and you will be presented a list of the available Line Types. Simply click on the one you want.

The image shows the same "Call Calculator" window, but the "Choose Line Type" dropdown menu is now open, displaying a list of options: "0004 Sales", "0005 Operations", "0006 Accounting", "0007 Administration", "0008 ADU", "0009 Telemarketing", "0010 Error/Unknown", and "0011 Voice Mail". The "0004 Sales" option is highlighted in blue. A red circle is drawn around the downward-pointing arrow of the dropdown menu. The "RUN REPORT" button remains at the bottom.

Here we selected the "Sales" department. Next, enter the area code, prefix and duration of the call that you wish to price out. Once this is completed, click on "Run Report". The results of your query will be popped to your screen and can be saved to a file or printed to any printer on your network.



By running a query with the parameters above, the results will appear as follows:

```
#####
                Pricing Report
Report Ran:11/7/2005 2:59:29 PM
#####

PARAMETERS ENTERED
-----

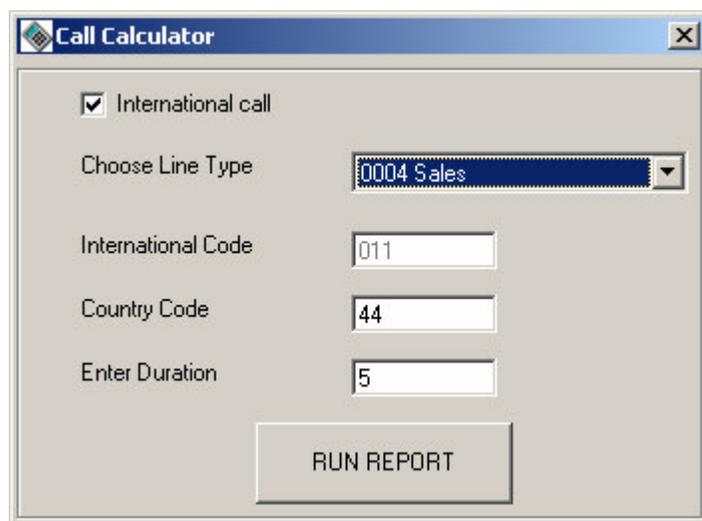
Area Code           212
Prefix              371
LOCATION              New York
DURATION             5 Minutes
LINE TYPE           Sales

CALL COST BREAKOUT
-----

Initial time period 60 seconds additional time period 60 seconds

INITIAL MINUTE      $    0.04 (Initial rate $0.04)
ADDITIONAL MINUTE   $    0.16 (Additional rate $0.04 X 4 minutes)
OP. ASSIST. CHARGE   $    0.00
PERCENTAGE MARKUP   $    0.00 (Percent markup 0%)
FIXED MARKUP        $    0.00
TOTAL TAX           $    0.01 (Tax rate 3%)
=====
TOTAL                $    0.21
```

If the number that you wish to price is international you must check the “International call” box and then fill out the remaining information. Note that “Area Code” is no longer available, has been changed to “International Code”, and is already preset to “011” (see example below).



By running an international query with the parameters above, the results will appear as follows:

```
#####
                Pricing Report
Report Ran:11/7/2005 3:04:40 PM
#####

PARAMETERS ENTERED
-----

International Code    011
Country Code         44
LOCATION               United Kingdom
DURATION              5 Minutes
LINE TYPE             Sales

CALL COST BREAKOUT
-----

Initial time period 60 seconds additional time period 60 seconds

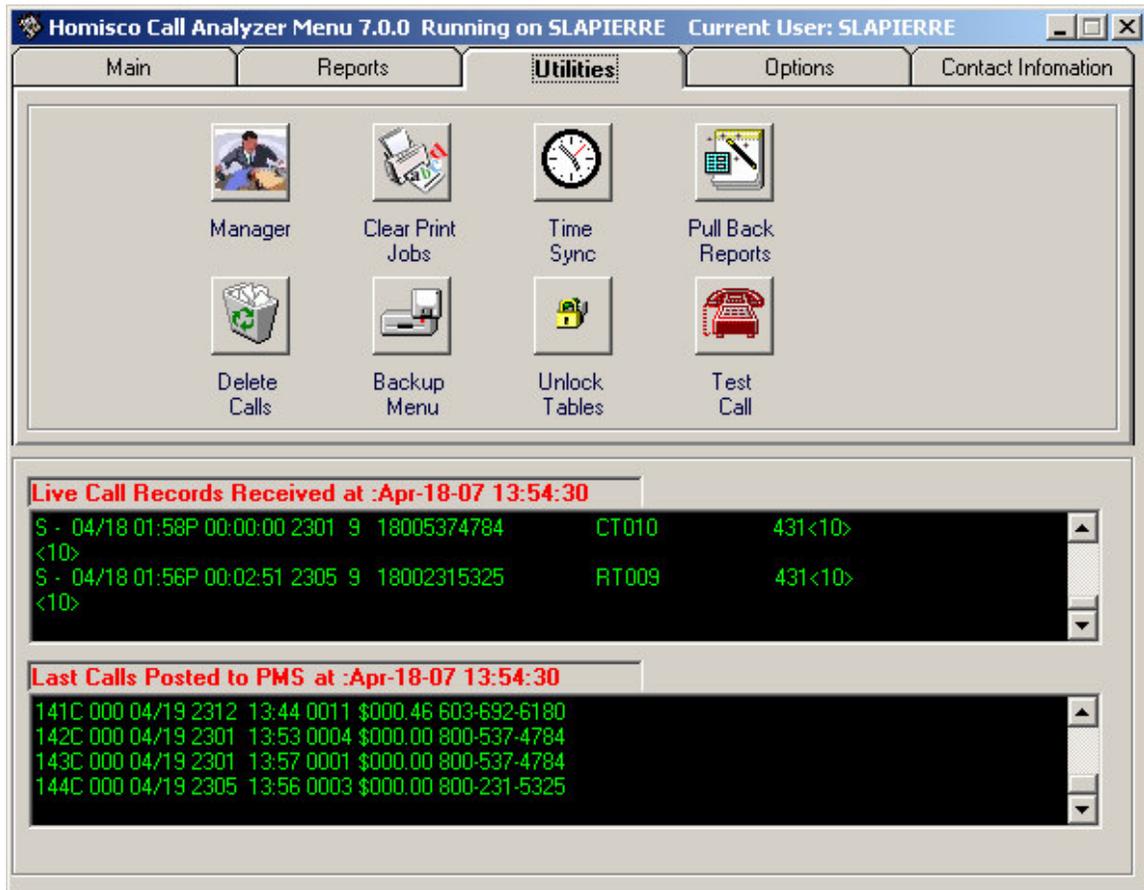
INITIAL MINUTE      $    0.19  (Initial rate $0.19)
ADDITIONAL MINUTE   $    0.76  (Additional rate $0.19 X 4 minutes)
OP. ASSIST. CHARGE  $    0.00
PERCENTAGE MARKUP   $    0.00  (Percent markup 0%)
FIXED MARKUP        $    0.00
TOTAL TAX           $    0.03  (Tax rate 3%)
=====
TOTAL                $    0.98
```

As stated above, the Call Calculator will let you print or save the results, plus, it will automatically save a copy as <license name>CCAL.REP and will be saved here:



where it can be accessed through the  icon on the Call Analyzer screen under reports.

The "Utilities" Tab



Utilities Descriptions



Manager - Clicking on this button will allow you into the system database. Once in the "Manager" you can add, delete and modify your division, department, line and extension databases.



Clear Print Jobs – Clicking on this button will bring up a list of print jobs currently queued on the printer that is attached to the Homisco server. You can select which print jobs to delete or you can delete them all at once. Remember, this will only delete print jobs on the Homisco server. This utility will not cancel print jobs initiated on your Windows PC.



Time Sync – Clicking on this button will update the time on your Homisco CAS with the time from your Windows PC. Most systems will change time automatically for daylight savings, but, in case yours doesn't do this, you will be able to change it yourself through this icon.



Pull Back Reports - Clicking on this button will allow you to see a list of reports that were recently run from the Homisco system. Use this if you've deleted a report by accident, or, if you have a report that prints automatically at night and you're ready to bring it back to your desktop PC.



Delete Calls - Clicking on this button will allow you to delete stored calls from the database. You can delete by division, department, extension or line type.



Backup Menu - Clicking on this button will bring you to the backup & restore utilities where you can backup your database and restore old copies of the database in order to access old call data.



Unlock Tables - Clicking on this button will allow you to “unlock” the database tables within the “Manager” function. Occasionally, if two or more people are in the system at the same time a table may become locked, barring access by other users. If you get a message that a certain table is locked, simply click this button to unlock it.



Test Calls - Clicking on this button will allow you to put a test call into the system to check if phone calls are posting properly to the PMS. After doing this you can view the online monitor to see the call go through the CAS and then check the PMS to ensure it posted properly.



Manager

Purpose

Clicking on this button will allow you into the system database. Once in the “Manager” you can perform basic add, modify and export functions on the division, department, line and extension databases. In order to ensure the integrity of the database, “delete” functions can be performed only by a Homisco technician.

Parameters

In order to minimize the possibility of database corruption you are only allowed to perform certain functions within the Manager database. By clicking on “Division”, “Department”, “Line” or “Extension”, you will be presented with the current structure of that particular database. See examples below:

The first screenshot shows the 'Division' view with a table of divisions:

Div #	Div Name
0001	VANX
0002	CPEgug8yugv
0003	DNC
0004	Admin
0005	Voice Mail
0006	Unknown
0007	Combined
0678	mike house
0789	ike
9999	Error1
12345	mike
88993	testy

The second screenshot shows the 'Department' view with a table of departments:

Dept #	Dept Name	Div #
0883	oisin	4
0999	Unknown	6
1111	Voice Mail	5
1810	DNC	4
5100	System	4
5200	Install CPE & CAM	2
5210	Install Vanx	1
5299	Install Combined1	7
5300	Service	2
5310	Service VANX	1
5400	Software	2
5410	Software VANX	1
5499	Software Combined	7
5500	Sales	2
5510	Sales VANX	1

The third screenshot shows the 'Line' view with a table of lines:

Line #	Ext #	Line Type #
0001	1	4
0303	2303	10
0999	999	10
1311	1311	7
2200	2200	2
2201	2201	6
2202	2202	6
2203	2203	2
2204	2204	2
2205	2205	12
2206	2206	3
2207	2207	4
2208	2208	10
2209	2209	2
2210	2210	2

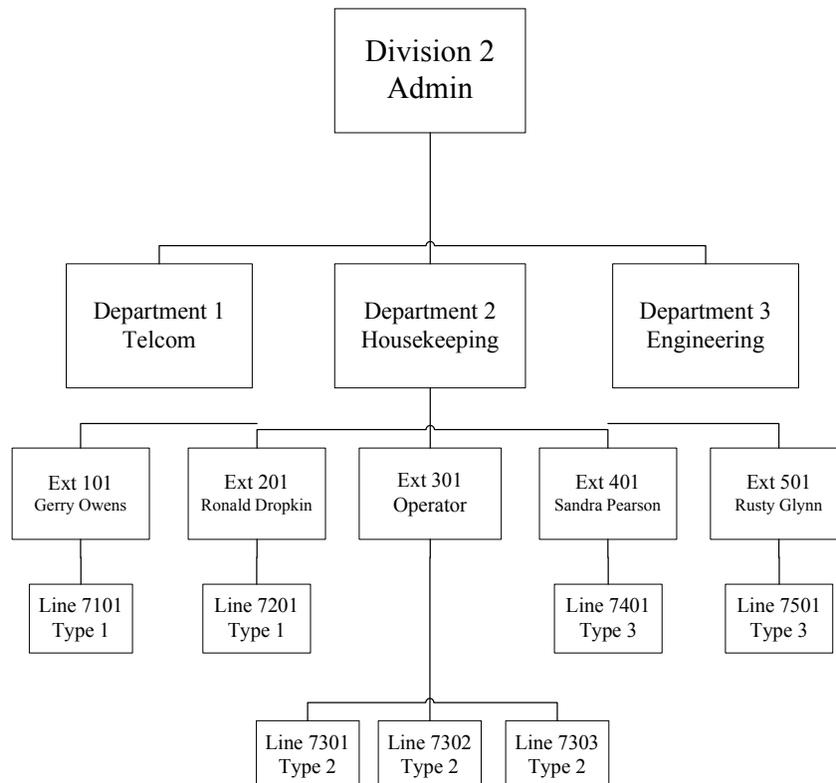
The fourth screenshot shows the 'Extension' view with a table of extensions:

Ext #	Ext Name	Dept #	Equipment Cost	Credit	Overhead	Total usage	Other
0001	DiChiaro, Margaret	5599	0	0	0	0	0
1311	DiChiro,, M. ...	5410	0	0	0	0	0
2200	Switch Modem1	1111	0	0	0	0	0
2201	Former Employee Rich, Jim	5699	0	0	0	0	0
2202	Dropkin, Marilynssss	5699	0	0	0	0	0
2203	Kiser, Damon	5310	0	0	0	0	0
2204	Scapicchio, Richie	5210	0	0	0	0	0
2205	Fax Machine	5510	0	0	0	0	0
2206	Melissa Goo dick	5500	0	0	0	0	0
2207	Conference Room	5599	0	0	0	0	0
2208	Unknown	5300	0	0	0	0	0
2209	Iacoviello, Steve Modem	5200	0	0	0	0	0
2210	Service Desk 2	5300	0	0	0	0	0
2211	Bruce Amaro	5410	0	0	0	0	0
2212	Tony Costa	5500	0	0	0	0	0

As you work within a particular database you can click on the title of any field and it will automatically sort the database by the field that you selected. For example, the Extension database is sorted by “Ext #” by default. If you click on “Ext Name” you will get this:

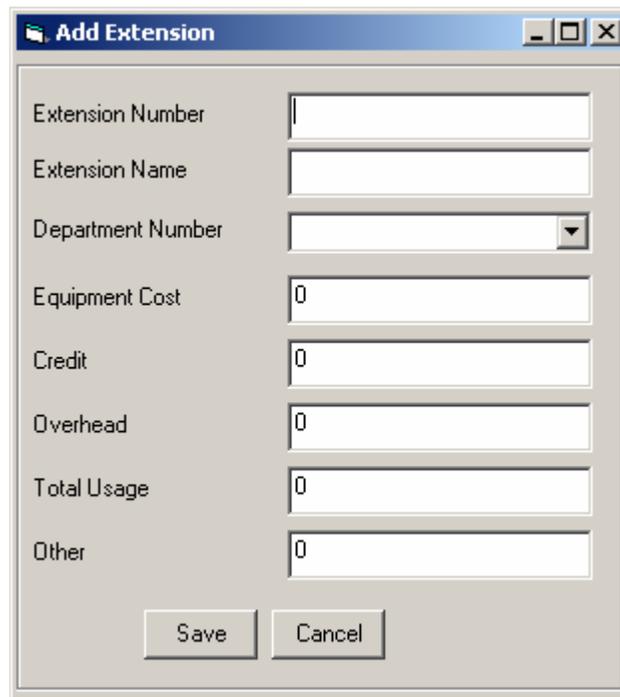
Ext #	> Ext Name	Dept #	Equipment Cost	Credit	Overhead	Total usage	Other
2279	Adam Sternfield	5310	0	0	0	0	0
2410	Adam Sternfield	5310	0	0	0	0	0
2411	Adam Sternfield	5310	0	0	0	0	0
2289	After Hours Recording	5300	0	0	0	0	0
2288	After Hours Recording	5300	0	0	0	0	0
2233	Andrew Ferris	5410	0	0	0	0	0
2217	Andrew Ferris	5410	0	0	0	0	0
2295	Andy Decosters	5310	0	0	0	0	0
2407	Antony	5310	0	0	0	0	0
2307	Barbaro, Janice	5699	0	0	0	0	0
2259	Bench Test Line	5300	0	0	0	0	0
2283	Betty Krupt	5410	0	0	0	0	0
2445	Bob-Voice Mail Box	5510	0	0	0	0	0
2266	Brown, Jason	5699	0	0	0	0	0
2281	Brown, Jason	5699	0	0	0	0	0

Once you begin working with the databases, it’s important that you understand how they are structured. Notice in the chart below that the hierarchy starts at the “Division” level,



with “Departments” second followed by “Extensions” and “Lines”. In this example “Division 2” is labeled as “Admin” and it contains 3 departments. The organizational structure of Department #2 (Housekeeping) is broken out into 5 separate extensions. Each extension, with the exception of 301, has only one line number tied to it. Extension 301, the operator, has 3 lines tied to it. So, within Homisco, all phone calls made from lines 7301, 7302 and 7303 would be stored and reported on under extension 301. If this is not desirable you could create another extension, say 302, and move line 7302 under it.

Making additions and changes to your database is very easy to do. When you wish to add to an existing database simply click on “Add”, and you will see the following screen (the following examples have been done using the Extension database, but, the procedure is the same for all levels):



Extension Number	<input type="text"/>
Extension Name	<input type="text"/>
Department Number	<input type="text"/>
Equipment Cost	<input type="text" value="0"/>
Credit	<input type="text" value="0"/>
Overhead	<input type="text" value="0"/>
Total Usage	<input type="text" value="0"/>
Other	<input type="text" value="0"/>

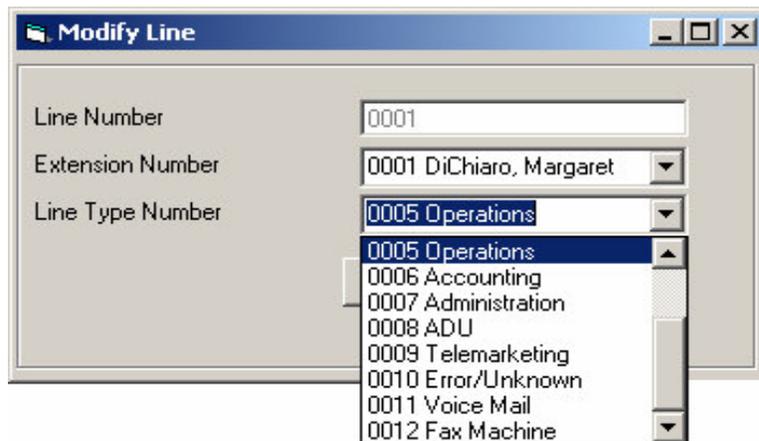
Save Cancel

The only fields that you need to fill in are the “Extension Number”, the “Extension Name” and then you must click on the down arrow to select a “Department” that it will fall under. When you are finished, click on “Save”. If you change your mind or if you make a mistake, click on “Cancel”.

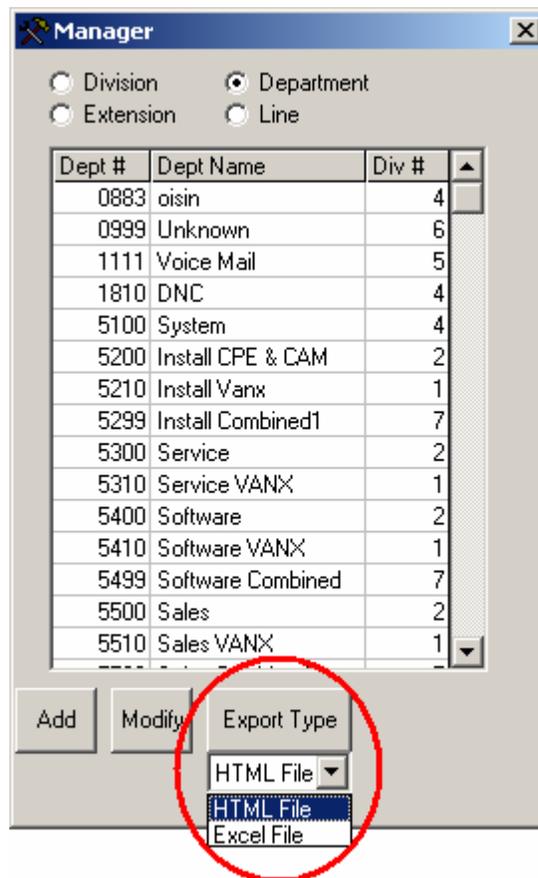
When you wish to make changes to existing entries, click on “Modify”. From here you can modify certain fields as needed, for example, in the extension database you can modify the name and you can change the organization that it falls under. When you are finished, click on “Save”. If you change your mind or make a mistake click on “Cancel”.

The process for making changes to each of the databases is identical. If you are making changes to the “Line” database you must be very careful about changing the “Line Type” for a particular line number. It is the “Line Type” that determines how a telephone call is going to be priced. If your administrative lines price differently than your guest/tenant lines you must be very careful to select the correct “Line Type” or you may set calls to

price incorrectly. In the example below you will see that by clicking on the down arrow a box appears with all the “Line Types” that you can select from:



In addition to making additions and modifications to your database you can also export to either an HTML or Excel file so that you can see the entire structure at a glance and/or save it for future reference.



To do this, click on “Export”, select the type of export that you would like to do and you will get the following message:



You can either keep this name or change it to something that you prefer. Clicking on “OK” will save the database export file here:

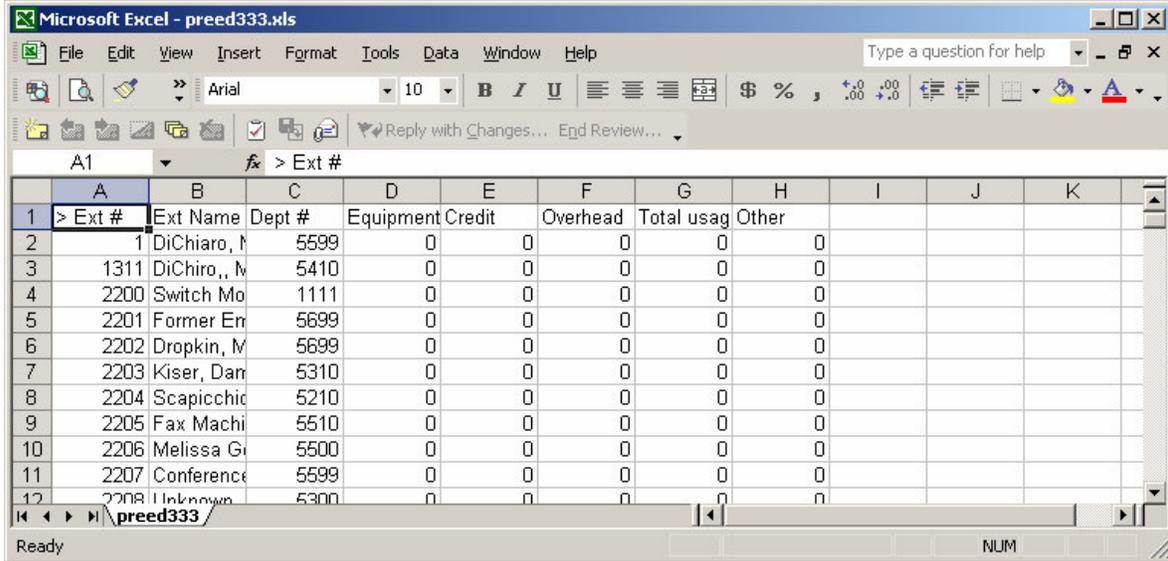


where it can be accessed again through the  icon on the Call Analyzer screen.

The HTML database export for an extension table will look like this:

Ext #	Ext Name	Dept #	Equipment Cost	Credit	Overhead	Total usage	Other
0001	DiChiaro, Margaret	5599	0	0	0	0	0
1311	DiChiaro, Margaret	5599	0	0	0	0	0
2200	Switch Modem	999	0	0	0	0	0
2201	Rich, Jim	5699	0	0	0	0	0
2202	Dropkin, Marilyn	5699	0	0	0	0	0
2203	Kiser, Damon	5310	0	0	0	0	0
2204	Scapicchio, Richie	5210	0	0	0	0	0
2205	Fax Machine	5699	0	0	0	0	0
2206	Melissa Godick	5500	0	0	0	0	0
2207	Conference Room	5599	0	0	0	0	0
2208	Unknown	999	0	0	0	0	0
2209	Iacoviello, Steve Modem	5200	0	0	0	0	0
2210	Service Desk 2	5300	0	0	0	0	0
2211	Bruce Amaro	5410	0	0	0	0	0
2212	Tony Costa	5500	0	0	0	0	0

The Excel database export for an extension table will look like this:



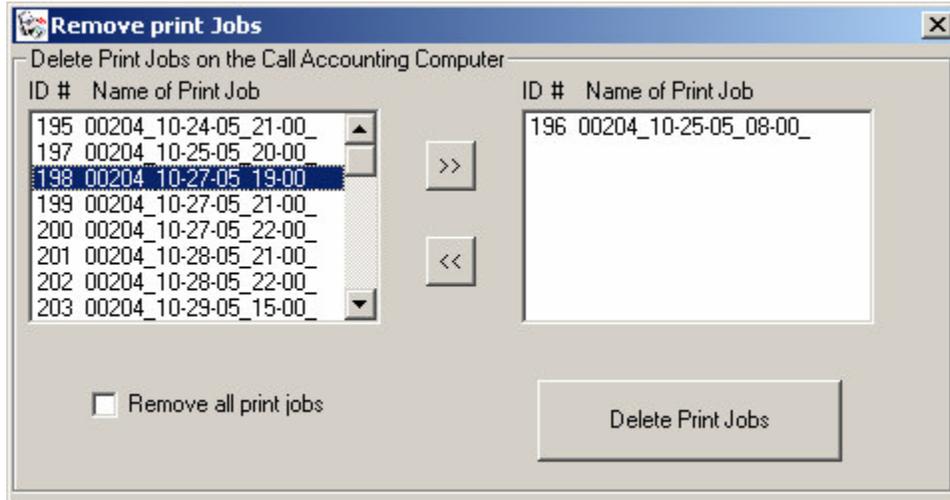
The screenshot shows a Microsoft Excel window titled "Microsoft Excel - preed333.xls". The spreadsheet contains a table with the following data:

	A	B	C	D	E	F	G	H	I	J	K
1	> Ext #	Ext Name	Dept #	Equipment	Credit	Overhead	Total usag	Other			
2	1	DiChiaro, M	5599	0	0	0	0	0			
3	1311	DiChiro,, M	5410	0	0	0	0	0			
4	2200	Switch Mo	1111	0	0	0	0	0			
5	2201	Former Err	5699	0	0	0	0	0			
6	2202	Dropkin, M	5699	0	0	0	0	0			
7	2203	Kiser, Dam	5310	0	0	0	0	0			
8	2204	Scapicchic	5210	0	0	0	0	0			
9	2205	Fax Machi	5510	0	0	0	0	0			
10	2206	Melissa G	5500	0	0	0	0	0			
11	2207	Conference	5599	0	0	0	0	0			
12	2208	Unknown	5300	0	0	0	0	0			

Tip: Before doing an export on a particular database you can click and sort on a field heading so that your data is sorted in the manner that you prefer.



Clear Print Jobs



Purpose

Clicking on the “Delete Print Jobs” will allow you to delete print jobs that are being sent to the printer that is physically attached to the Homisco server.

Parameters

Simply clicking on the print job to delete and then clicking on the >> key will move the print job over to the right-hand screen from where it will be removed. Select as many print jobs as you wish and then click on the “Delete Print Jobs” button below the list. All selected print jobs will then be deleted.

If you wish to select and delete all print jobs at once, click on the “Remove all print jobs” box and then click on “Delete Print Jobs” to delete them all.

* Keep in mind that none of these procedures will delete print jobs that you have sent from your Windows PC to either a networked printer or the printer attached to that PC. This will delete only jobs going to the Homisco server.



Time Sync



Purpose

Clicking on this button will synchronize the time on your Homisco CAS with the time from your Windows PC. Most systems will change time automatically for daylight savings, but, in case yours doesn't do this, you will be able to change it yourself through this icon.



Once you click on it you will be asked if you're sure. Click "Yes" to proceed, click "No" if you do not want to do this or if you are unsure. If the change was successful, you will see the message above.



Pull Back Last Report Ran

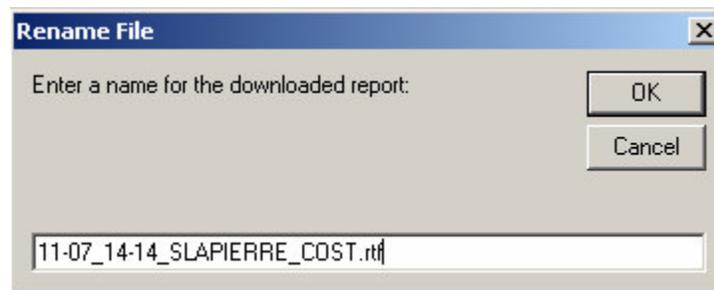


Purpose

Clicking on this button will allow you to see a list of reports that were recently run on the Homisco server. Use this if you've deleted a report by accident and need to retrieve it, if you'd like to bring back a report that was run by another user, or, if you have a report that prints automatically at night and you're ready to bring it back to your desktop PC.

Parameters

To select a report to pull back, just double-click on it. A screen will pop up similar to this one:



You can save as it is, or, rename it to something else. The report will be saved here:



where it can be accessed again through the  icon on the Call Analyzer screen.

Note that the reports are saved on the Homisco server with the licensed computer name followed by the report name.rep. For example SLAPIERRE_COST.REP, is the licensed machine named SLAPIERRE which ran a cost report.



Delete Calls

Purpose

Clicking on this button will allow you delete phone call records from the Homisco server. Calls can be deleted by division, department, extension and line type.

Parameters

In order for the Homisco server to process and store calls properly it is important to delete call records on a monthly basis. We recommend that you keep approximately 3 months of active calls on the system, deleting the oldest month after performing your monthly back up of the database and calls files (see “Backup Menu” for instructions).

The screenshot shows the 'Delete Calls' dialog box. It features a 'Date/Time Options' section with 'Before Date' set to '08-01-05' and 'Before Time' set to '00:01'. Below this is a 'Delete call options' section with four radio button options: 'Line Type', 'Division', 'Department', and 'Extension'. Each option has an 'ALL' checkbox. The 'Department' option is selected. Below the options are two list boxes: 'Add Department' and 'Selected Department'. The 'Add Department' list contains: 0999 Unknown, 1810 DNC, 5100 System Support, 5210 Installation VANX (highlighted), 5299 Install Combined, 5300 Service, 5310 Service VANX, 5400 Software, 5410 Software VANX, and 5499 Software Combined. The 'Selected Department' list contains: 1111 Voice Mail and 5200 Install CPE & CAM. There are '>>' and '<<' buttons between the lists. At the bottom center is a 'Delete Calls' button.

To delete calls, select the date that you would like calls deleted before. Next, select whether you'd like to delete by division, department, extension or line type. Within the level you can elect to delete for only certain divisions, departments, extensions, or line types, or, you can delete all calls at once by clicking on the “All” box.

Once you have finished selecting how you want to delete, click on the “Delete Calls” button at the bottom of the screen. You will be asked if you are sure that you want to delete. Once you confirm the delete process the system will delete the calls that you have specified and will give you a list of what was deleted.

If you realize that you have made a mistake after you have finished we cannot retrieve the data for you, so make sure that you really want to delete calls before going through with this process!



Backup Menu

Purpose

Clicking on this button will bring you to the “Backup/Restore Menu” where you can backup your database and restore old copies of the database in order to access old call data.

Parameters

The following pages will show you how to perform backups, access old data, and manage your database backup files.

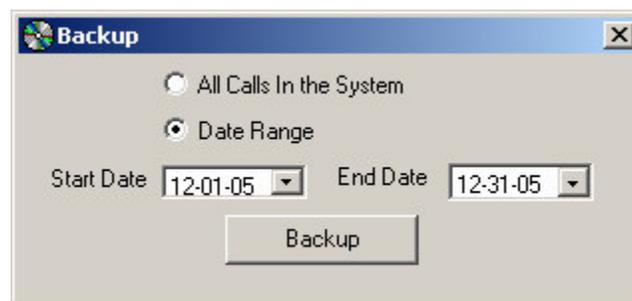
Once you click on the “Backup Menu” icon you will see this screen:



To perform a “Backup” of call data, click on “Backup Calls”:



You will be forwarded to this screen:



Normally, you will select a date range for your backups so that they can be properly managed later on. However, we do give you the option to backup “All Calls In The System” in case you have a need to do so. Once you have selected either “All Calls In

The System” or entered your date ranges, click on the “Backup” button to perform the procedure.

The “Backup” process will create a data backup for the dates you specify and will store the file on the Homisco server for future use as well as bring a copy back to your PC where it is stored here:

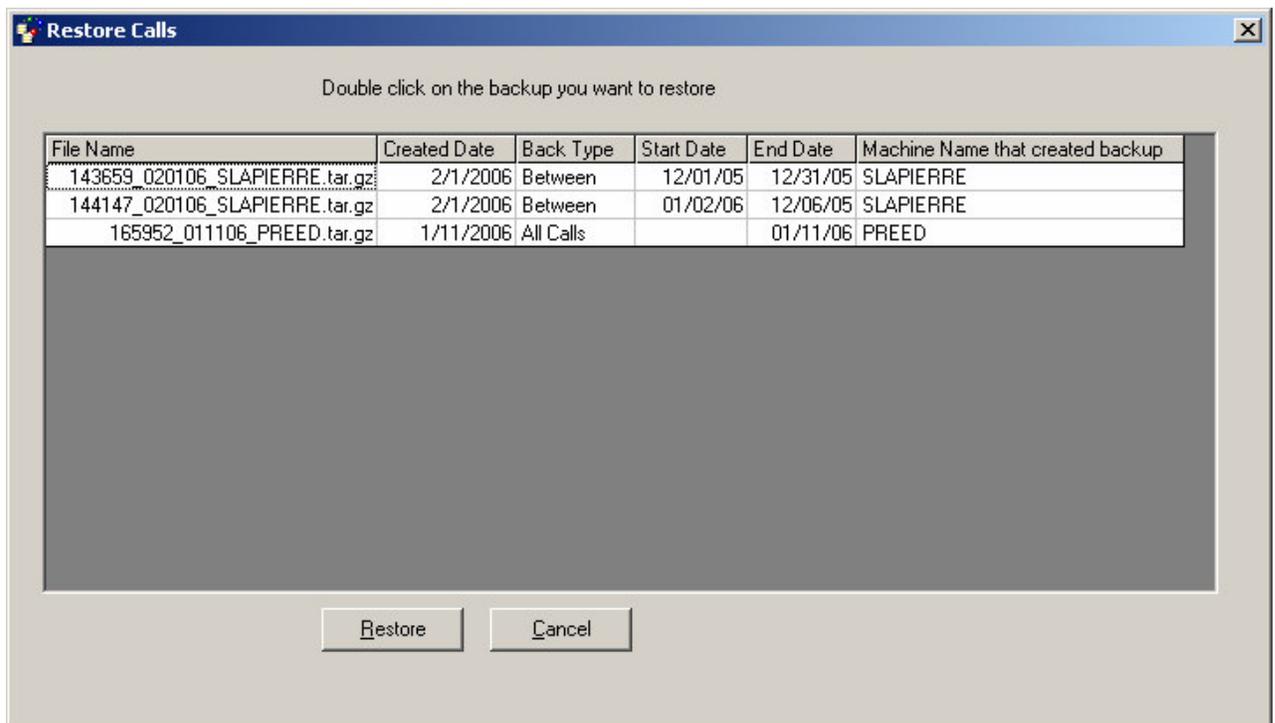


where they can be accessed again through the  icon on the Call Analyzer screen.

To perform a “Restore” of call data, click on “Restore Calls”:



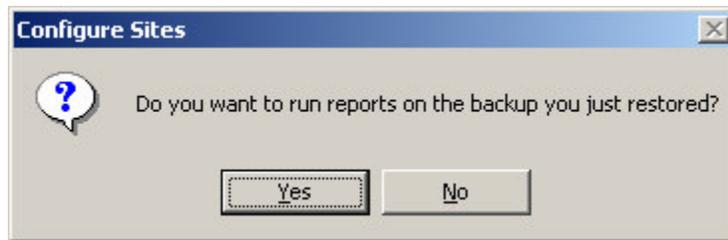
You will be forwarded to this screen:



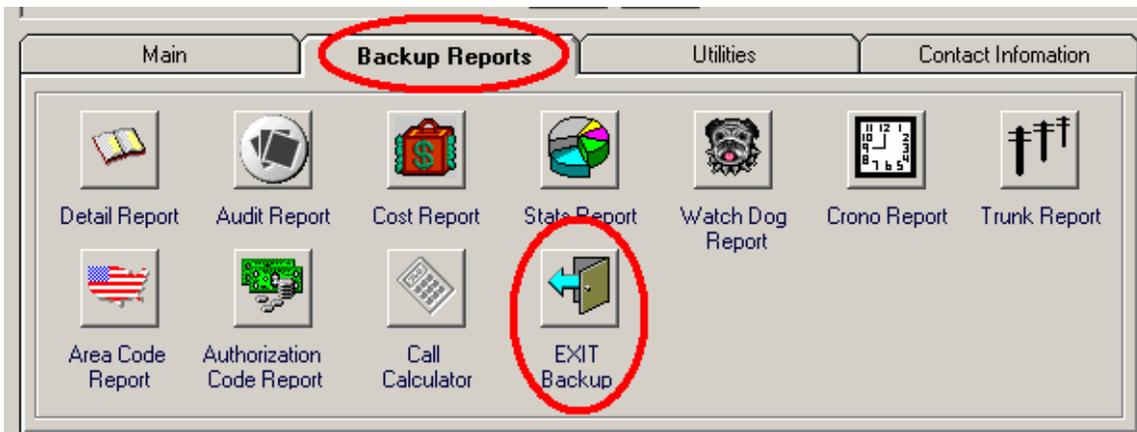
These are the backup files that are currently stored on the Homisco server. The field “File Name” lists the file name with the time and date ran and the machine that it was created from listed in the title. For example, the first file, named “143659_020106_SLAPIERRE.tar.gz”, was created at 14:36:59 on February 2, 2006 on the PC named SLAPIERRE.

The second field shows the date created. The third field, “Back Type” shows whether the backup was done for “All Calls”, or, “Between” for a backup run with a start and end date specified. The next two fields show the start and end dates and the last field shows the machine name that performed the backup. So that you can easily find and manage your backup data, all of these columns can be sorted by simply clicking on the field name at the top. Double-click on the file you wish to restore or click it once and then click on “Restore” at the bottom of the screen.

Once your backup file has been successfully restored you will receive this message:



By selecting “Yes” you will be brought to the “Backup Reports” menu:



Note that the “Backup Reports” menu has replaced the regular “Reports” menu temporarily. As long as you are in the “Backup Reports” tab you can run any of the available reports for your restored data. Once you are finished with your restored data simply click on “EXIT Backup” to return to your regular main screen. Note that the “Backup Reports” tab is no longer available.

To manage your database backup files, click on “Manage Backups”:



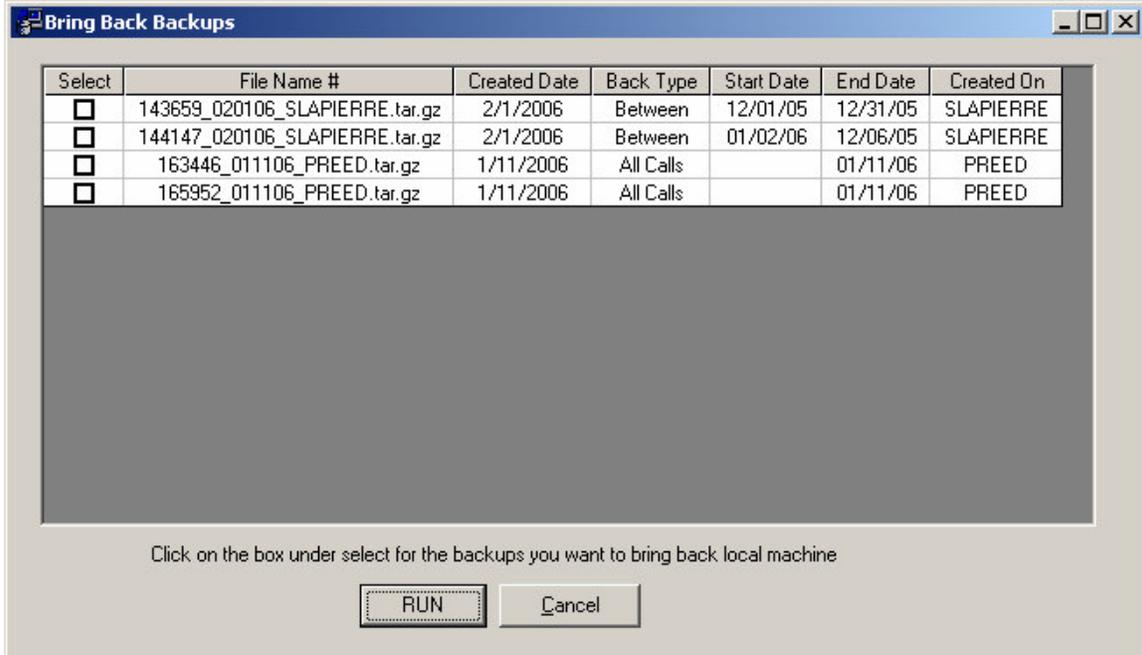
You will be forwarded to this screen:



From here you can either “Pull Back Backups” or “Delete Backups”. To bring backup files back to your client PC, click here:



You will be forwarded to this screen:



This screen is identical to the “Restore Calls” screen above, plus, you will see that there is a “Select” column which allows you click the boxes of the files you wish to pull back to your machine. Once you have selected all the files you wish to pull back, click on the “RUN” button at the bottom of the screen. This procedure will save your backup files here:



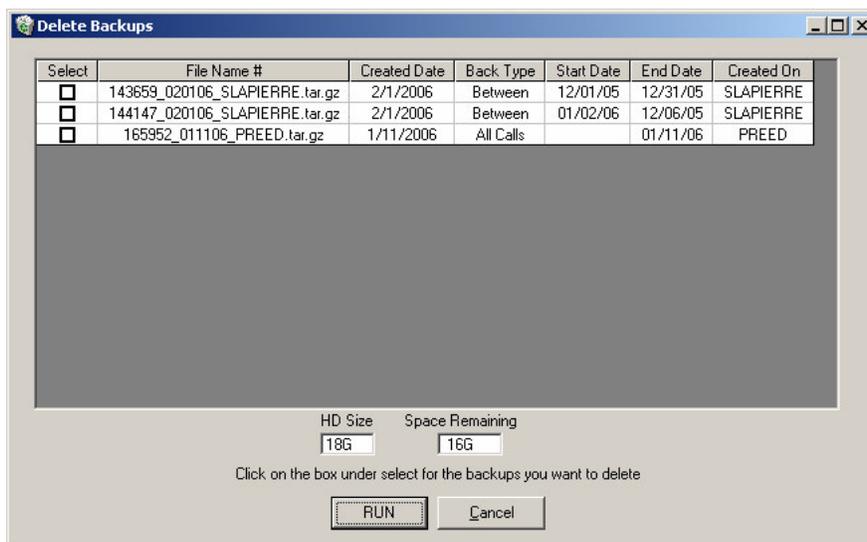
where they can be accessed again through the  icon on the Call Analyzer screen.

Files that are backed up in this manner and that are later deleted from the Homisco server (procedure below) can only be accessed with the assistance of a Homisco technician. In order to protect your Homisco server to the best of our ability, we do not allow you to put any files onto the server without our assistance. When you want to access a backup file that is no longer available on the server, we will ask you to email us the file(s) that you would like to restore and we will upload them for you.

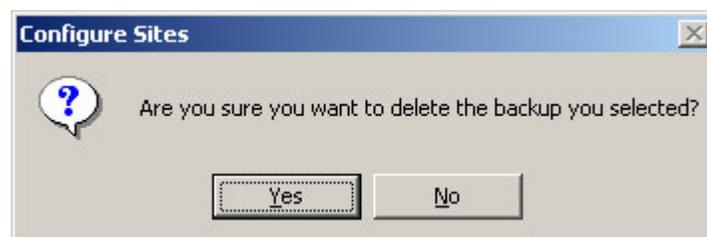
In addition to pulling back your backup files you can also delete old files in order to conserve hard drive space on the Homisco server. To “Delete Backups”, go to the “Manage Backups” menu and click here:



You will be forwarded to this screen:

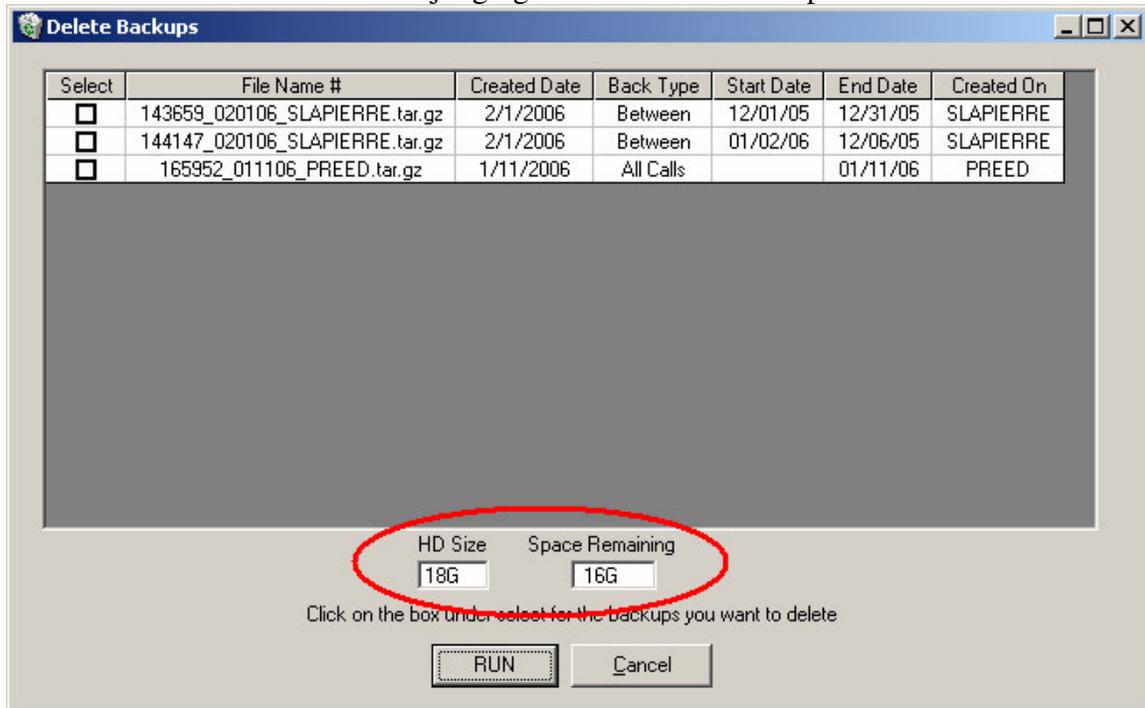


This screen is identical to the “Restore Calls” screen above, plus, you will see that there is a “Select” column which allows you click the boxes of the files you wish to delete from the Homisco server. Once you have selected all the files you wish to delete, click on the “RUN” button at the bottom of the screen. Before the delete occurs, you will be asked to confirm:



Note that at the bottom of the “Delete Backups” screen there are small windows that display the total hard drive space on the server, “HD Size”, and the space remaining, “Space Remaining”. Each backup file takes up approximately 4 (four) mb of drive space.

Use this as a rule of thumb when judging when to delete backup files.



Important: Before you delete backup files be sure you have pulled back any that you wish to save permanently through the “Pull Back Backups” procedure described above.



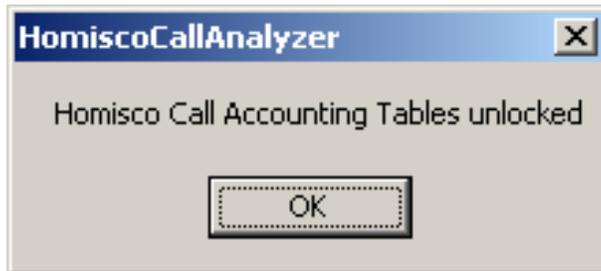
Unlock Tables

Purpose

Clicking on this button will allow you to “unlock” the database tables within the “Manager” function. Occasionally, if two or more people are in the system at the same time a table may become locked, barring access by other users. If you get a message that a certain table is locked, simply click this button to unlock it.

Parameters

There are no parameters when unlocking the tables. After you click the icon you should receive the message below:





Test Calls

Purpose

Clicking on this button will allow you to put a test call into the system to check if phone calls are posting properly to the PMS. After doing this you can view the online monitor to see the call go through the CAS and then check the PMS to ensure that it posted properly.

Parameters

There may be occasions where you may not have posted a phone call to the PMS system in a while. The “Test Call” function is a handy way to test the interface.

Test Call

Call Date 02-01-06 Call Time 14:29

DURATION (minutes) 1

CALL CHARGE 0.00

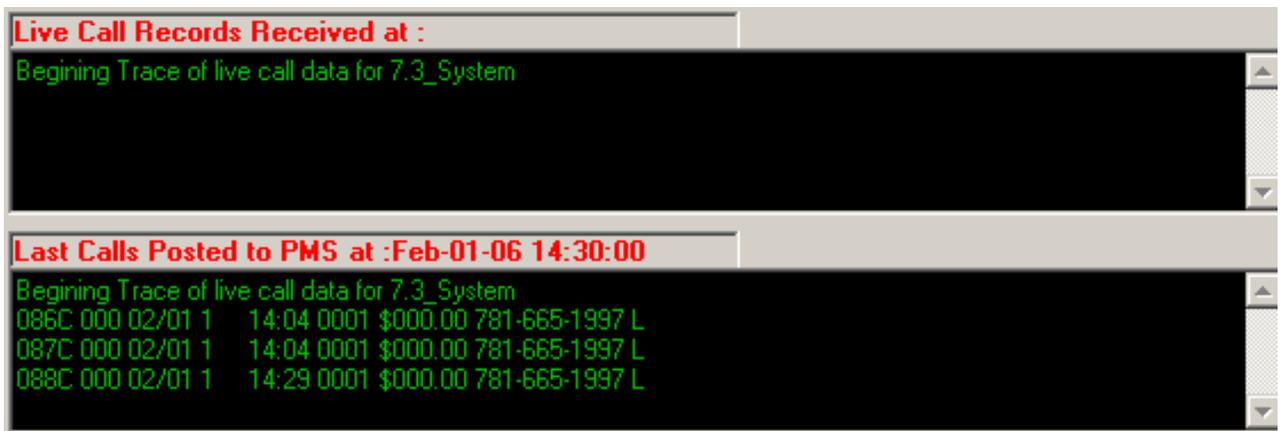
CALL TYPE LOCAL

Phone Number 7816651997

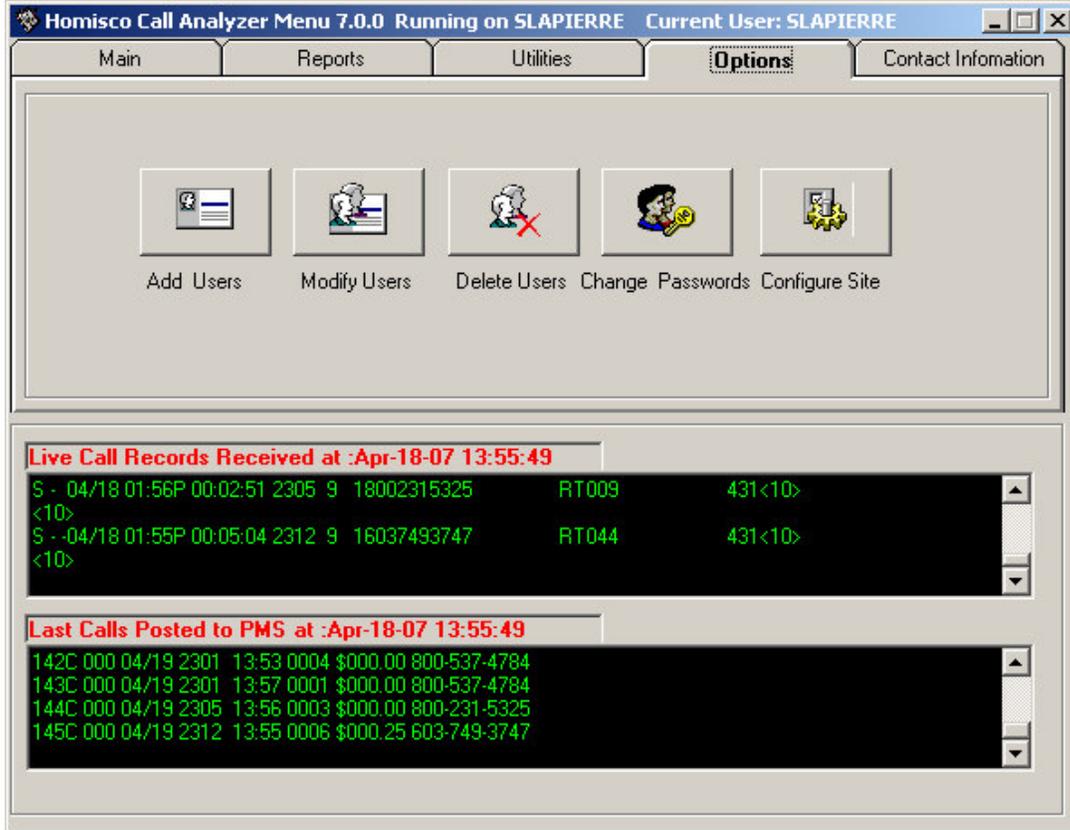
Extension Number 0001 DiChiaro, Margaret

Send Call

In order to test the PMS interface simply enter the parameters to the desired settings and click on “Send Call”. You will see the call appear in the “Online Monitor”:



The “Options” Tab



Options Descriptions

The “Options” tab is where administrators can add, modify and delete users for the Homisco Call Analyzer. You can also change the passwords for individual users, add new Homisco servers to connect to and configure existing ones.



Add Users – Clicking on this button will allow you to add new Call Analyzer users to the system.



Modify Users – Clicking on this button will allow you to modify the permissions of existing Call Analyzer users.



Delete Users – Clicking on this button will allow you to delete current Call Analyzer users.



Change Passwords – Clicking on this button will allow you to change the passwords of current Call Analyzer users. This is handy if a user forgets his or her password.



Configure Site – Clicking on this button will allow you to add new Homisco sites and modify the configuration of existing ones.



Add Users

Purpose

Clicking on this button will allow you to add new Call Analyzer users to the system.

Parameters

To add a new user, simply type in a user name and a password into the fields shown below. Once these are entered, you will then be able to add “Functions” that the user is allowed to access.

To add “Functions” for a user, you can highlight a specific item and move it over to the “Added Functions” area by clicking on the arrow icon or by simply double-clicking on it. If you wish to remove an item from the “Added Functions” just double-click on it and it will be moved back to the “Functions” window.

The screenshot shows a window titled "User Permissions" with a close button in the top right corner. The window contains the following elements:

- User Name:** A text input field containing "john".
- Password:** A text input field containing "xxxx".
- Confirm Password:** A text input field containing "xxxx".
- Add User:** A button located to the right of the User Name field.
- Functions:** A list box containing the following items:
 - 03.RPT Cost Report
 - 04.RPT Stats Report (highlighted)
 - 05.RPT Watchdog Report
 - 06.RPT Crono Report
 - 07.RPT Trunk Report
 - 08.RPT AreaCode Report
 - 09.RPT Auth Report
 - 10.RPT Call Calculator Report
 - 11.MGR Manager Menu
- Added Functions:** A list box containing the following items:
 - 01.RPT Detail Report
 - 02.RPT Audit Report
- Navigation:** Two arrow buttons, ">>" and "<<", are positioned between the Functions and Added Functions list boxes.

When you are finished adding functions for a user just click on “Add User” and you are done. When this user logs into the Call Analyzer he/she can then change their password on their own. When the Call Analyzer comes up, users will only be able to access the functions that you have allowed. These items will be in color where functions that they are not allowed to access will be grayed out.



Modify Users

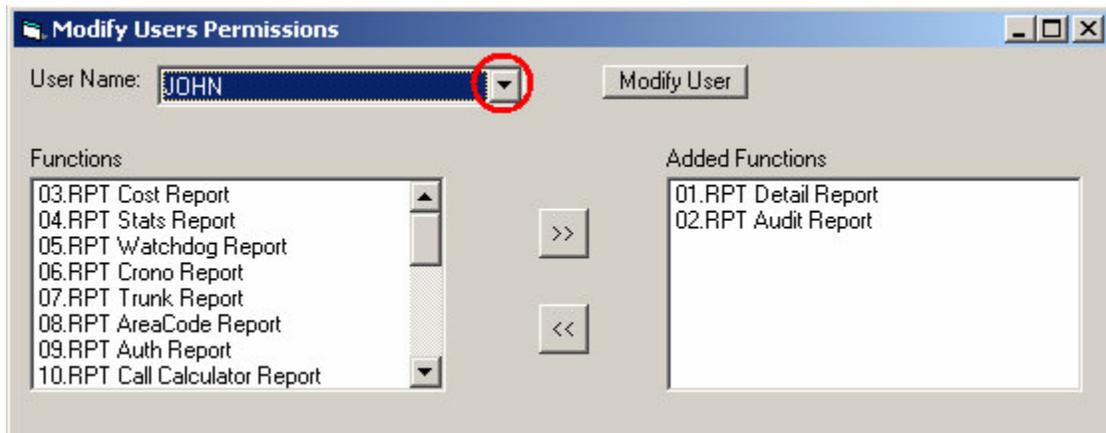
Purpose

Clicking on this button will allow you to modify the permissions of existing Call Analyzer users.

Parameters

To modify an existing user, simply click on the arrow indicated below and pick the user from the list. Once you select a user, his/her current functions allowed will be displayed to the right.

To add “Functions” for a user, you can highlight a specific item and move it over to the “Added Functions” area by clicking on the arrow icon or by simply double-clicking on it. If you wish to remove an item from the “Added Functions” just double-click on it and it will be moved back to the “Functions” window.



When you are finished modifying functions for this user just click on “Modify User” and you are done. When the Call Analyzer comes up, users will only be able to access the functions that you have allowed. These items will be in color where functions that they are not allowed to access will be grayed out.



Delete Users

Purpose

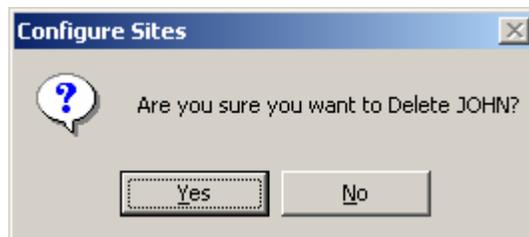
Clicking on this button will allow you to delete current Call Analyzer users.

Parameters

To delete an existing user, simply click on the arrow indicated below and pick the user from the list. Once you select a user, click on “Delete User”.



Before the user is actually deleted, you will be asked to confirm the deletion as shown below:





Change Passwords

Purpose

Clicking on this button will allow you to change the passwords of current Call Analyzer users. This is handy if a user forgets his or her password.

Parameters

To change the password for an existing user, simply click on the arrow indicated below and pick the user from the list. Enter the new password and enter it a second time to confirm it, then click on “Change Password” to change it.

A screenshot of a Windows-style dialog box titled "Admin Manage Passwords". It contains three input fields: "User Name" with the text "JOHN", "New Password" with masked characters "*****", and "Confirm New Password" also with masked characters "*****". A small downward-pointing arrow icon is circled in red on the right side of the "User Name" field. Below the fields is a button labeled "Change Password".

Note: The “Change Password” button will be grayed out until the “Confirm New Password” matches your entry in the “New Password” field.



After you click on “Change Password” you will be informed that it has been changed as shown above.



Configure Sites

Purpose

Clicking on this button will allow you to add new Homisco sites and modify the configuration of existing ones.

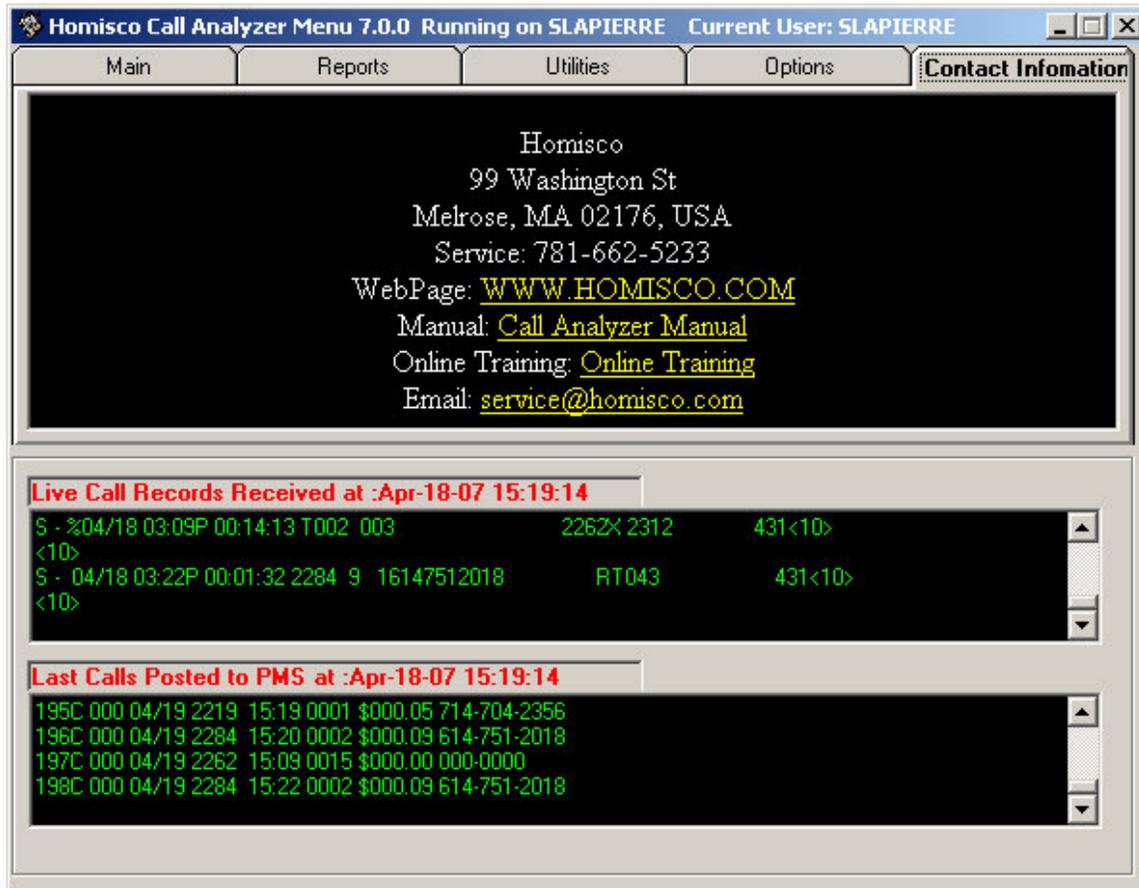
Parameters

Please see the “Installation Procedure” for detailed instructions on how to add and configure sites.

The screenshot shows a dialog box titled "Configure Sites" with a key icon in the top-left corner and a close button (X) in the top-right corner. The dialog contains the following fields and buttons:

- Current Sites:** A dropdown menu with "Default" selected.
- IP Address:** A text input field containing "shoplinux".
- SSH Port:** A text input field containing "22".
- SSH Login:** A text input field containing "homiscotail".
- SCP User Name:** A text input field containing "homisco".
- SCP Password:** A text input field containing "x".
- HomeDir:** A text input field containing "/usr/homisco".
- Buttons:** Three buttons are located on the right side: "New Site" (with a dashed border), "Modify Site", and "Cancel".

The "Contact Information" Tab



On the "Contact Information" tab you will find the Homisco service department's 24-hour service number and several useful links.