CALCULOUS

Telephone Management System

From S-Tech Software Developers

www.s-tech.co.za/calculous

Calculous Menu Items :

Contents

Create Data Files (Use with caution!)

This will create new empty databases, erasing all existing information.

NB! Do not use this option unless you are certain that you would like to erase all the information!

1. Select Data Files to be re-created by clicking inside corresponding box.
2. Click on **Create New Files**.

This will create a blank "Main Call Record File" or "Configuration File".

Repair Data Files (F12)

Database damage or corruption usually occurs during a power-failure or surge. The selected file(s) will be stripped from faulty records or anomalies and repaired where possible. Time spent repairing and compacting databases increase with the volume of Call Data stored.

1. Select Data Files to be repaired by clicking inside corresponding box. Your options are either the Main Call Record Files, the Configuration Files or the Costing Files. It is normally wise to repair all the files.

2. Click on Repair Selected Files, and once the selections have been removed from the files, then click on all the corresponding boxes again and then click on Compact Selected Files.

Archive Data (F11)

Older calls are normally archived or removed from the Call Database. Less calls in the database means less chance of it being damaged or corrupted during a power-failure or surge. These calls can either be removed completely or first archived from where any report could be drawn at a later stage.

You have two options when Archiving.

1. The first option is to Remove the Calls altogether:
   Calculous will not create a backup of the calls Archived. They will be removed from the Database completely.

2. The second option is to actually Archive the Calls. This means that a copy of the calls for the selected period is saved for you to run reports on at a later stage. The old Archives can be viewed from your Advanced Reports Menu. **Use Archive Data.**
   It is also recommended to keep the last three (3) months of calls in your database and purge any older data. Eg. If your TMS system was installed in January then you should

purge the calls for January when you are in the month of April.

To Archive old calls:

a. You must take note of the **Oldest Call Date – Selected by Default**. This calendar displays the oldest call in your database. You would normally start your Archive from this date. (It is recommend that you should Archive one month at a time).

b. Change the **Select the End Date.** Move back in months by clicking on the left arrow (top left on calendar) until January is displayed. Once January is displayed, click on the 31st of January. The date will be automatically highlighted in blue.

c. Now you should choose your option to either delete the calls or saving a copy of the data. Click on **Delete Calls** to delete the calls permanently or **Archive Calls** to save a copy of the calls for any future reports.

d. Your next procedure is to type in a name for your Archive. You would use names that you can identify with later on. Choose a name such as **January 2001** for the Archive Name. Take note of the date range selected, displayed at the bottom of the screen between the **Help** and the **Close** buttons. Once you are satisfied with this date then you can continue to the next stage.

e. Last but not least, you can click on the **Archive** button to start your Archive. Calculous will display the complete procedure while the Archive is being done. You may also start the Archive and leave the system, as Calculous will display the message **(Finished Archiving Calls)** and then close the Archive screen automatically, and continue to cost calls from the Main Menu.

Import Call Data (Technician Use Only)

This option is normally only used by the Technician. It is used to import Call Data from Calculous I into your Calculous II databases. Any existing data from Calculous I will be imported directly into Calculous II.

1. Specify the path where the existing data is kept by either typing it into the text box or by clicking on **Browse**.

2. You have the option to import **Call Data** or **User Information** or **Configuration Information.** Click on the appropriate **Import** button to start the import.

Levels (F4) (Level Maintenance)

This screen is used to sort your extensions into Departments. In this same screen you can also sort your Departments into Divisions, right up to Level Eight (8).

To make reports more easily readable and understandable all extensions can be allocated to certain groups or levels they belong to. For instance, all administration staff can be allocated to a Department called Admin. There are up to 8 levels available for companies with a more complex internal structure.

When first added, all extensions will appear in the **Un-Linked** box on the right of the screen. They have not been allocated to any departments or groups.

NB! This screen only handles your Grouping of Extensions. None of the Extensions can be deleted or edited. Any editing or adding of Extensions should be done under (**Extension Maintenance**).

1. If there are no extensions listed under the **Un-Linked** box, then you should return to **Extension Maintenance** to add the Extensions first.

2. By default **Level 1** is displayed at the top of the screen. All Extensions must be allocated to **Level 1** first, then **Level 1** should be allocated to **Level 2**. Directly under **Level 1** a list box is displayed of all the existing **Level 1's** or **Departments.** If a Level/Department does not exist, then you should create it clicking on the **Add** button directly under the Department list box. A new small screen will be displayed prompting you for the Department information.

   Type in the name of the Level, next to "Level Name". The Budget option is used to specify a budget amount for the Level/Department. Eg. If your budget amount was set to R 500.00 then this Level/Department name will appear on the Calculous Main Screen when the Budget amount has been exceeded. If you do not want to use the Budget option, then leave the value on **0.00.** Once complete, click on the **Save** button.

3. To choose the appropriate Department, simply click on the down-arrow in the list box under **Level 1** and then click on the required Level/Department Name. If previous extensions were allocated to this Level/Department then they would display under **Linked**.

4. To link and Extension to this Level/Department, simply click on the Extension under the **Un-Linked** section and click on the **Link** button. When you run a Departmental Report, all the extensions under this Department will be grouped under this Level/ Department. (You can also double-click on the Extension to add/remove the Extension from a Level/Department).

5. An Extension can also be removed from a Level/Department by clicking on the **UnLink** button. To add/remove all the Extensions from a Level/Department, click on the **Link All** / **UnLink All** buttons respectively.

Should you require to Group the Level 1/Departments into a Level 2/Divisions, then click on the **Right** arrow, just to the right of **Level 1**. The display should change to **Level 2** and your existing Level 1/Departments will be displayed under the **Un-Linked** section.

1. You may now add **Level 2's/Divisions** in the same manner as you added Level 1's/Departments and allocating Level 1's/Departments to Level 2's/Divisions.

2. You can continue to Group your structure into eight (8) Levels should you require.

To view a tree representation of the extension hierarchy, click on **Hierarchy Structure*.***

Account Codes (F5)

Account codes are used by companies to charge employees or customers for calls made. This can only be implemented, if supported by the PABX. An example of usage would be,

1. Extensions are barred and calls can only be made if a user enters his/her secret account code. Calculous Will record the phone call with the secret Account Number. A report can now be drawn using the Account Code Reports to extract the calls from the database with this Account Code.

Or

2. The phones are not barred, but should the user require making a private call or a call for a customer, to be charged at a later stage, then the user would use his/ her Account Code before making the phone call.

A Summarized or Detailed report can then be drawn for calls made on these Account Codes.

If your Pabx does support Account Codes then we need to add the Account Codes for the Users to the Calculous Database. This will enable us to put Names next to the Account Codes when producing Reports.

NB! Calculous has the option to print ex's (xxx) in pace of the Account Code, if the Account Codes are Private).

1. Add all account codes to be used by clicking on the **Add** button. Enter the Account Code, the User/Customer Name it belongs to, Re-map Extension***** and, if necessary, the *Category* of the Account code.

2. Save the code by clicking on the **Save** button***.***

Account Code Categories can be added here as well by clicking on **Add** button while in Account Code **Edit** mode. Fill in the requested information and then click on the **Save** or **Cancel** button.

***** If a Re-map Extension is specified, calls can be made on any extension in the building, but will reflect on the Calculous TMS as if made on the Re-map Extension. Otherwise all calls will reflect on the physical extension the call was made on, but will show as well the code used to make the call.

Extensions

Under Extension Maintenance we maintain a list of all the Extensions that are in use. We maintain this list to produce a Report, indicating the correct user making phone calls from the Extension.

Should the Extension be allocated to a new user, we would then change the name, here under Extension Maintenance for the Reports to reflect the new user.

1. To add an extension in our list:

Click on the **Add** button.
Fill in the Extension Number and the Extension Name.
If you have added existing Departments, then you would be able to allocate a Department for the user. If no Departments have been added then “Unlinked” is the only available Department. (An “Unlinked” extension would appear under “Un-Linked” in the **Level Maintenance (F4)** Screen.

Additional Information:

Employee Number: Put in the Employee Number should you require this number to be displayed in your Extension List Report. The Extension List Report can be used for an internal directory indication each person at an extension.

Location: The Location is the physical location where the person is residing in the building. Eg. 4-201 (4th Floor, Room 201).

User Status: By default all the Extensions are on the setting “Present”. You can for instance change the status of all the spare Extensions to “Not in Use”. Should any person make a phone call on such an Extension, then Calculous would notify you.

Rate Code: The rate code for all the Extensions are normally set to 14%. This indicates the 14% VAT increase on each call. You can increate this rate to a higher rate to re-cooperate some costs from Extension you might hire out to another firm.
The Rate Code can be set up under “Costing”, “Rates Tables”.

Service Charge: A service charge is normally calculated by the running cost of your Pabx, and the Rental of your lines, divided by the number of Extensions. This would mean that an Extension would have a Service cost of Eg. R 10.00, plus the dialed calls for the month.

Budget: Budgets are used to keep an eye out on the cost per Extension. Should you allocate a Budget Cost to an Extension, EG. R100.00, and if the accumulated cost of the Extension Exceeds during the month, then Calculous would display the Extension, with the total cost of the calls on the front screen.

Comment: The comment field is only used to write down small notes regarding the

Extension.

2. Save all the entered information by clicking on **Save** or **Cancel** button to discard any changes.

Even if an extension has not been added to the *Extension Maintenance* list, it will still be monitored by Calculous. The Extension will appear on all the reports, but without a name.

You can also search for an Extension, by typing in, either the *Extension Number* or *Name into the* text boxes on the top-right of the Extension Maintenance screen.

All entries can be edited or deleted by clicking on the respective buttons.

Pin Codes

Pin Codes are used to record a Pin Number entered on the phone prior to making a phone call. Pin Codes are not Account Codes, but works in a similar way.

If all the phones are barred and locked, then the user would be required to enter a Pin Number to unlock the phone first. Then the User would type in the Account Code for the call, then dial 0 to get the lines and then the required telephone number. The Pin Number would be stored under Pin Codes and the Account Code will be stored under Account Codes and the rest of the information under the Call Record information.

Similar to Account Codes, you need to add all the Pin Codes to Calculous to be

able to print a report with the name of the Pin Code. The Pin Code it self, will not be displayed, only the Name.

To add a Pin Code in our list:

1. Click on the **Add** button.
2. Type in the Pin Code, the Name of the Pin Code and select a Category for the Pin Code.

   If No Category exists, then you can click on the **Add** button under the **Pin Code Categories**, type in the Name of the Category next to **Category** and then click on the **Save** button to save the Category. The Category that you have added will be displayed in the list on the left.

3. Save all the entered information by clicking on **Save** or **Cancel** button to discard any changes.

Telephone Book

The Telephone Book is used to maintain a list of frequently dialed numbers. The Names of the numbers are displayed in all the Detail Reports. Enabling the user to identify calls easier.

1. Click on the **Add** button**.**

2. Type in the Telephone Number and the Name of the Telephone Number.

   If no Categories exist or you would like to add a new Category, then click on the **Add** button under the **Telephone Book Categories**, type in the Name of the Category next to **Category** and then click on the **Save** button to save the Category. The Category that you have added will be displayed in the list on the left.

   You can now click on the down arrow under the Telephone Name to select the correct Category for this Telephone Book Number.

   Next to the Speed Dial Number, you can add the Speed Dial used on the phone to dial the number. This is only used if you are going to distribute a list of all the Speed Dial Numbers. Otherwise you could start with number one (1).

3. Save all the entered information by clicking on **Save** or **Cancel** button to discard any changes**.**

   All entries can be edited or deleted by clicking on the respective buttons.

Trunk Lines

Trunk Lines represent the physical Telkom lines connected to your Pabx. Each time you make a call, the PABX allocates the first available line/trunk for you to make your call. By entering the Trunk Line information in Calculous, you can draw reports no all or one Trunk/Line to compare with your Telkom bill.

To be able to add this information to your Calculous, you would require a list from your Pabx Vendor on the Trunk/Line Number on the Pabx and the corresponding Telkom Telephone Number.

1. Click on the **Add** button**.**
2. Type in the Trunk/Line Number, the Trunk Group (if the Trunks/Lines are sorted into Groups) and the Telkom Telephone Number.

   Additional Information:

   Company: You can specify the supplier of the Trunk/Line such as Telkom SA. In the future we would be able to make phone calls on Trunks/Lines provided by different Service Providers.

Rental: You may also specify a fixed rental per line, which will be included in the Reports.

Rate Table: By default all the calls are made on Rate Table 1 or Costing Table 1. In the case of PremiCell, a separate costing table is loaded where we specify Costing Table 2, to be able to cost the calls per Cell Rate and not Telkom Rate.

Rate: The Rate is specified only in the case of Tie Lines or specific charges other than Telkom. Your Technician would normally set up any special costs for these lines.

Comment: The comment field is only used to record short messages regarding the Trunk/Line.

3. Save all the entered information by clicking on **Save** or **Cancel** button to discard any changes.

All entries can be edited or deleted by clicking on the respective buttons.

Advanced Reports (F9)

Calculous has a vast range of Reports to be able to view the information received from the Pabx in a more presentable manner. It is important to know what type of report you would like to generate. In this help file we will explain normal reports and Advanced Reports.

Reports are normally classified as Normal Reports when the user needs to draw a report on one Extension or a range of Extensions, or one Department or all the Departments without choosing criteria for calls greater than 5 minutes or 5 rands.

Before you can run a report, you need to know what you actually want to see from the report. If you need to see every call the user has made then you need to print an Extension Detail Report. If you need to only see a summary of all the calls per Extension, then you would print the Extension Summary Report. If these Extensions should be sorted into Departments then you should run the Department Detail Report.

Normal Reports:

Sample **Extension Summary Report**

1. Report to Run: Click on the Extension Summary Report under the Advanced listing on the left.

2. Output Options: The default is set to Screen.

3. Change the Date Range: The top part of the Date range is the From Date and the bottom part is the To range. You could manually type in the date in the From and To boxes or click on the button with the three (3) dots, respectively to display a calendar to choose your date.

   You may also click on the arrow to the right of the word "Today" which will give you an option to run the report for "Today", "Yesterday", "This Week" and so forth. The dates will be automatically changed in the From and To range.

4. Run the Report: Click on the **Run** button located on the bottom right hand side of the screen to start the report.

   NB! Once the report screen is loaded you will see a message on the bottom of the screen displaying "Busy Retrieving Report Data". If all the information for the first page has been generated then the first page will be displayed. The message will only be removed if the report has finished with all the pages.

5. Viewing and Printing:
   Once the report is displayed on the screen, you then have the option to view the pages on screen.

   Navigation:
   Down Arrow: Zoom out on the Page.
   Up Arrow: Zoom in on the Page.
   Double Arrow Left: Go to the First Page Report.
   Double Arrow Right: Go to in the the Last Page in the Report.
   Single Arrow Left: Go to the Previous Page Report.
   Single Arrow Right: Go to the in the Next Page in the Report.
   Export Button: Export the Report to a file.
   Stop Button: Stop generating the Report.
   Print Button: Print the Report to a selected Printer.

Sample **Extension Detail Report**

1. Report to Run: Click on the Extension Detail Report under the "Advanced" listing on the left.

2. Output Options: The default is set to Screen.

3. Change the Date Range: The top part of the Date range is the From Date and the bottom part is the To range. You could manually type in the date in the From and To boxes or click on the button with the three (3) dots, respectively to display a calendar to choose your date.

   You may also click on the arrow to the right of the word "Today" which will give you an option to run the report for “Today”, “Yesterday”, “This Week” and so forth. The dates will be automatically changed in the From and To range.

4. Run the Report:
   Click on the **Run** button located on the bottom right hand side of the screen to start the report.

5. Viewing and Printing:
   Once the report is displayed on the screen, you then have the option to view the pages on screen or print.

Advanced Reports:

Sample **Extension Detail Report – for one Extension**

1. Report to Run:
   Click on the Extension Detail Report under the Advanced listing on the left.

2. Output Options:
   The default is set to Screen.

3. Change the Date Range:
   The top part of the Date range is the From Date and the bottom part is the To range. You could manually type in the date in the From and To boxes or click on the button with the three (3) dots, respectively to display a calendar to choose your date.

   You may also click on the arrow to the right of the word “Today” which will give you an option to run the report for “Today”, “Yesterday”, “This Week” and so forth. The dates will be automatically changed in the From and To range.

4. Click on the **Extensions** button on the top right hand side of the screen. The new screen will display the current Extensions as added under the Extension Maintenance. From here we have two options to choose the Extension Number that we want:

   i) Double click on the Extension on the left hand side of the screen to add the number under **Selected Extensions** or click on the Extension you want and click on the arrow to the right in the middle of the two boxe s.

   ii) Click on **Report according to the following Extension query** and type in the Extension number in the list box underneath. Should you require running the report for more than one Extension then you can separate the Extensions using a comma (,) between the Extensions. Eg. 200,201,202,203

   Once you are done with your selection then you can click on the **Select** button, which will return you to the Reports Screen.

5. Run the Report:
   Click on the **Run** button located on the bottom right hand side of the screen to start the report.

6. Viewing and Printing:
   Once the report is displayed on the screen, then you have the option to view the pages on screen or print the report.

Report Options:

Report Buttons on the Report Screen:

Extensions Button – A new screen will be loaded displaying the current list of Extensions added to Calculous. You can choose the Extensions from here for which you would like to run a report on.

On this same screen you can also choose a Level to run the report on. If you click on the down arrow next to Extension, then you would see Level1, Level2 etc displaying. If you chose Level1/Departments from the selected then a list of all your Departments would appear. You could now double click on the Department Name to run a report for the selected Department. This means that the report will be run on all the Extensions in that Department.

You could go right up to Level8 to select Extensions or Levels if your Hierarchy permits.

Account Codes Button – A new screen will be loaded displaying the current list of Account Codes added to Calculous. The selection method is similar to choosing Extensions. Specify the Account Code or Category to run the report on.

Telephone Book Button – A new screen will be loaded displaying the current list of Telephone Book entries added to Calculous. The selection method is similar to choosing Extensions. Specify the Telephone Book Name or Category to run the report on.

Call Types Button – A new screen will be loaded. From here you can choose to only extract Outgoing Calls or only Incoming Calls. (If the tick is removed then those calls are not included).

Depending on your Pabx and if Calculous has been set up, then you could also run a report on Private Calls or Incoming Abandoned Calls.

Pin Codes Button – A new screen will be loaded displaying the current list of Pin Code entries added to Calculous. The selection method is similar to choosing Extensions. Specify the Pin Code or Category to run the report on.

Trunk Lines Button – A new screen will be loaded displaying the current list of Trunk Lines added to Calculous. The selection method is similar to choosing Extensions. Specify the Trunk Line or Trunk Group to run the report on.

Dialed Numbers Button – A new screen will be loaded. Here we have three options to run the report on specific dialed numbers.

Please remember to click on the appropriate arrow in the middle of the screen. If you are using either the Numbers in Telephone Book Category or the Number To option then click on the Right Arrow to indicate the option of usage.

i) Numbers to Report On
Here you can add a list of numbers you would like Calculous to report on. Type in the telephone number just under “Numbers to Report on”. Then click on the down arrow to add the number to the list. This options will find the call made to this/these numbers and display them in your report.

ii) Numbers in Telephone Book Category
Choose the one of the available Categories to run the report on. If you have a Category specified with “Competition Numbers”, listing all your competitor's numbers, then Calculous will retrieve all the calls made to these numbers.

iii) Number To
Here we have the option to choose specific call types. If you want to run a report on Cell Phone Calls only, then un-check all other except Cellular Calls.

Advanced Options Button – The advanced options screen changes per report, depending on the type of report chosen. You will have the option to indicate if you would like to view each Extension/Level on it's own page, or to show the Account Code Number.

You also have the option to choose if you want the Dialed Number Summary Report to display only calls made more that Eg. 5 times.

The Additional Options allows you to sort your Detail Report, in a different order as usual. Normally a detail report will be sorted by the Date of the Call and then by the Time of the Call. You have the option to change this sort order to your own sorting, ascending or descending.

Report Buttons on the Report Screen:

Cost More Than Option – This option allows you to set criteria on the calls to be extracted. Instead of sorting through pages and pages of calls, you could extract calls that are greater than R 5.00 or greater than 10 minutes. This will produce a much shorter report indicating only the expensive or longest calls.

Retrieve Top Option – This option is used for the Top NN reports. The NN stands for you selection. If you only want to see the Top 10 most expensive extensions in the company then your Top Option would be 10 when you run the Top NN by Cost Report.

Report Output Options:

Screen: Display the report on the screen first. This will allow you to view the report first, before you want to print the report.

Printer: To print the report directly to your printer. A printer selection box will appear to enable you to choose the printer to print to.

E-Mail: To E-Mail the report. An output format box will appear on the right hand side of "Output Options" from which you should choose the type of file you would like to send with the report. An .rtf file is used for Microsoft Word and .xls for Microsoft Excel.

Underneath the "Output Format" box you must fill in the e-mail address op the recipient. On the right hand side of the recipient name is a button with three (3) dots, which will load the current list box with your previously used e-mail addresses.

File: To send the report to a file. An output format box will appear on the right hand side of "Output Options" from which you should choose the type of file you would like to send with the report. An .rtf file is used for Microsoft Word and .xls for Microsoft Excel.

Underneath the "Output Format" box you must fill in the file name to save the report to.

Visible Reports

Here we can specify which reports are used on a regular basis and which not. Thus hiding all irrelevant or unwanted reports.

1. Next to each report is an option of **Yes** for visible and **No** to hide. Simply click on your preference.

2. Click on **Save** button to save any changes or the **Cancel** button to discard any changes.

LogOn and LogOff

To be able to effect any changes to certain Calculous settings or data, one first needs to log on with one's supplied user name and password.

1. Click on the menu option **Security** and then on **LogOn**.
2. Enter your user **Name** and **Password**.
3. Click on the **OK** button.

Before leaving the Calculous system unattended it is recommended to first **LogOff** to prevent any unauthorized person to gain access to restricted information. Do this by clicking on the menu option **Security** and then click on **LogOff**.

User Maintenance

Certain settings and information in the Calculous system is password-protected.
New users who are allowed access to Calculous can be allocated his/her own user **Name** and **Password**.

1. Click on the **Add** button to create a new user.
2. Type in the **User Name** and **Password** to be used by the new user.
3. Click on each facility you wish the user to access in the Calculous system.
4. Save the new user and his/her nominated accesses by clicking on the **Save** button or click on **Cancel** button to discard any changes made.

Any user can be edited or deleted by clicking on the respective buttons.

System Information

Registered User Information

The Technician upon installation should complete this information. Enter all relevant information about the company this copy of Calculous is registered to.

Calculous Directory Information

The text boxes show the directories where the Calculous data is kept. If any of the data has been moved, point Calculous to the new directory by clicking on the browse button to the right of the respective text boxes. Browse to the new location and then click on **Open**.

PABX Parameters

Under the Pabx Parameters screen the Technician would set up the interpretation for the string of data emanating from the Pabx for each Telephone Call.

This section will not be discussed in this help file as only Calculous Technicians are allowed to affect changes in this module. A separate document is available for the Pabx Parameters.

Mail Setup

Calculous logs any errors that may occur during everyday operation. Calculous can be set up to e-mail any errors to up to 6 recipients to prevent the system from being in an error condition for too long when not attended.

1. To enable this facility, click on **E-Mail Addresses to mail error messages to**.
2. Enter up to six e-mail addresses that should be notified of any errors on Calculous.
3. Enter the Calculous computer's Microsoft Outlook e-mail settings: *Profile* name and **Password**. Outlook must be installed on the Calculous host computer with it's own profile.
4. Click on the **Close** button to save all entered information.

Buffer Setup

The Buffer Setup screen allows Calculous to open a specified Comms port to extract the calls from the external Buffer. The default settings are normally the following:

Comport:	1 or 2
PC Baud Rate:	9600
Date Bits	8
PABX Baud Rate:	Dependent on Pabx (300,600,1200,2400,4800,9600)
Parity	None
Stop Bits	1

Your Technician would normally use this screen to either set up your Comms port or Pabx Parameters.

Pause Costing (F2)

Pause costing is used to stop the costing on the main screen of Calculous momentarily to view the information on the screen. You could either click on the menu option "Costing" then "Pause Costing" or press **F2** at the top of your keyboard. To re-enable costing, press the **F2** function key again.

Cost Text File

The cost tech file option is used to cost calls into Calculous from an external file. The layout of the file should be similar to the settings under Pabx Parameters. This option is not recommended if you are not sure about the correct Pabx Parameter settings.

Recost Old Data

The Recost Old data option is used to re-cost the calls after receiving a costing table update. If our current service provider changes the rates of the phone calls, then we (S-Tech Software Developers) would then build a costing table for your system.

When you receive the costing table you would then load the costing table into your Calculous, but would also go back and re-cost the calls, since the new tariff rates came into affect. This is done by choosing the From and To Date and then clicking on the **Start** button.

At the end of the re-cost process, you will be informed of the changes to the costs, if any.

Log Uncosted File

This option allows Calculous to write all the raw information received from the Pabx into a file called “uncosted.log” which is saved in the Calculous\Data directory.

Rates Tables

The Calculous costing file is loaded from this screen. Calculous allows for up to 6 costing tables to be loaded into the system.

1. Click on the appropriate Cost File Number Eg. 1.
2. Type in the name for the Costing Table, Eg, Johannesburg.
3. Now click on the **Load** button. If the Costing Files already exist in Calculous then a box will appear on the screen asking you to continue or not.
4. Specify the costing file name. The default file name is “vlist.tda”. If your file is on a stiffy disk, then change to drive "A" and double click on the “vlist.tda” file.

A progress bar will indicate the process of the loading. Once completed, click on the **Close** button and go to the **Re-cost Calls** option to re-cost the calls, if required.

Purge Budgets

You should run this option at the end of the Month to clear the Budget totals for the Extensions or the Levels. The budget values will be written to an HTML file in the Calculous\Budgets directory for future reference.

View Log Files

The log file indicates all the calls that have failed the costing procedure. These are normally calls where the user dialed the first three digits of the call and then forgot the rest of the numbers and hung up the phone. These calls are not valid calls and you would normally find that the duration of the call is also 0 seconds.

Other types of failed calls would be calls failing the “Call Ignore Duration”. The call ignore duration is normally specified under your Pabx Parameters which tells Calculous to ignore all calls which duration is less that the set time period. Normally this setting would be 15 seconds. All calls less that 15 seconds will be written to the log file and not the call data file.

(The only way to get 100% accurate billing is to use ISDN Lines from Telkom with "Advice of Charge". The Pabx would only give the call through to the TMS system if it was a valid call, and not just a record displaying the time you were on the phone).

Calculous on the WWW

Calculous also has a Web address advertising the Calculous Telephone Management System.

If you have comments on features you would like to see in Calculous or any enhancement you would like to see in Calculous then please email us on the "Contact Us" option.

Many thanks >> Calculous 2000 Team <<

Notes