



# **SMDR+** **Call Logging**

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**User Guide**

**Steven Baxter**  
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## Chapter 1 : Introduction





Thank you for choosing SMDR+ for you call logging, accounting and analysis needs. This guide aims to assist you in installing, configuring and using the SMDR+ system onto your network.

SMDR+ is ideal for individuals, small businesses and other organizations that require low-cost call logging software due to its simple, yet powerful interface. It boasts a number of Preset reports as well as the ability to create custom reports to suit your requirements.

## **Some Key Features of SMDR+:**

- Low system overheads
- Works with your current MySQL or MS SQL database system
- Detailed user account security
- Easily create custom reports
- Export data to a variety of external applications
- LAN capable reporting tool
- Multiple site support (up to 999!)
- Flexible PBX support
- Scheduled reports to file or email
- Per Minute or Per Second billing in reports
- Collection from PBX, database or CSV file

Please ensure you read all sections carefully, taking note of any warning or information signs given throughout the guide. This guide assume that the installation will take place on a machine that has not had SMDR+ previously installed as well as having access to the telephone system (PBX) being monitored.



## Chapter 2 : Installation





*This guide assume that you have knowledge of installing software, changing registry settings, changing telephone system settings and some advanced Microsoft Windows® commands. If you do not feel comfortable completing any of these tasks, please seek the assistance of an IT Professional or other qualified computer/telecoms engineer.*

To begin installing SMDR+, you will require a computer or server that meets (or exceeds) the specification set out below:

- ✓ 2Ghz Intel Pentium™ Processor
- ✓ 1GB RAM
- ✓ 150MB Hard Disk Space
- ✓ 100MB/S TCP/IP Network Card
- ✓ Microsoft Windows® XP Professional Service Pack 3
- ✓ MySQL Server 5.1.x

OR

- ✓ Microsoft SQL Server 2005 Service Pack 2

We recommend a system of the following specification for most purposes:

- ✓ 3Ghz Intel Pentium™ Processor
- ✓ 2GB RAM
- ✓ 1GB Hard Disk Space
- ✓ 100MB/S TCP/IP Network Card
- ✓ Microsoft Windows® Server 2003 Service Pack 2
- ✓ MySQL Server 5.1.16

The specification quoted is for a small installation. Depending on the number of extensions being recorded, and the length at which you will be archiving data, you may require more HDD space. Please also note that hard disk space for custom reports, backups and archives are not included in the specifications.

***The computer you choose to install SMDR+ onto must be on and available at all times to allow collection of SMDR traffic. Failure to have the computer on with network connectivity may result in lost call data!***

We do not recommend installing the SMDR+ Suite onto a computer already running intensive database software (such as a web server or other back-end system) You are able to install SMDR+ onto a standard workstation, however please be aware that due to the way some software works your computer may 'freeze' for short periods of time. If the other software causes your computer to do this you may lose call data.

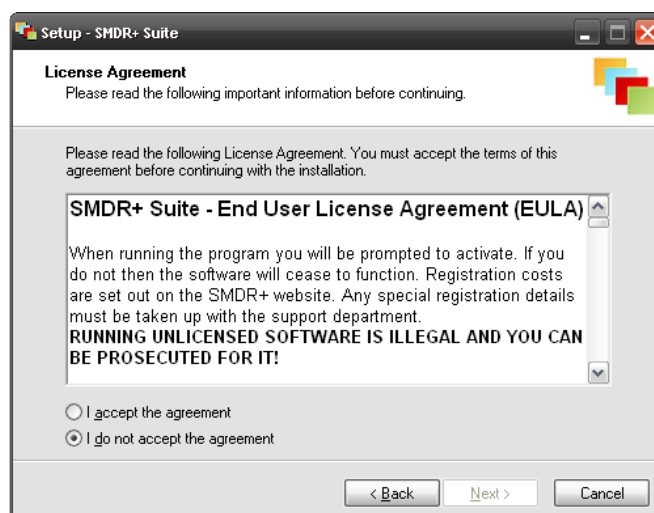
You will require Administrative privileges over the system you are installing onto. If you do not have this, please contact your computer support team or network administrator. You will also require a username/password with privileges to add a database to your MySQL or MSSQL server.



Once you have located the computer you wish to use, you can then begin installation of the SMDR+ Suite. To begin installing, run SMDR+\_Suite\_Setup.exe from either your electronic download or the Installation CD, you will then be presented with a window similar to the one below:



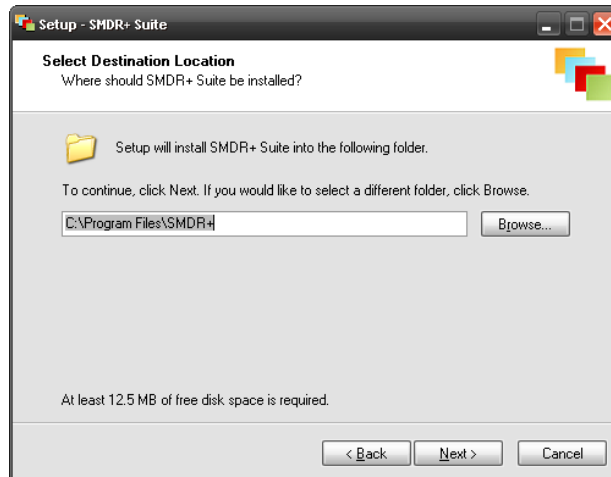
Click Next to begin the installation. You will then be asked to accept the license agreement (EULA). Please read this carefully.



**IMPORTANT! – If you do not accept the agreement, you will be unable to continue with the installation of SMDR+. In this case, please return the software to your reseller or delete your electronic download.**



Once you have read the EULA, click Accept and click Next.

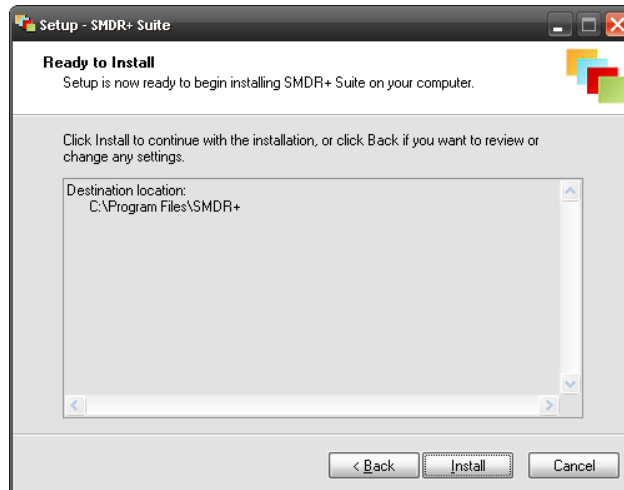


Next you will be asked to select a place to install SMDR+ to. Make sure that the drive you are installing onto has enough free space for both the installation and data collection. Once you are happy with your selection, click Next.



You will then be given the opportunity to create additional icons. These are in addition to the icons created by default in the Start Menu. Both of these selections affect only the Reports Tool. Once you have made your selections, click Next.

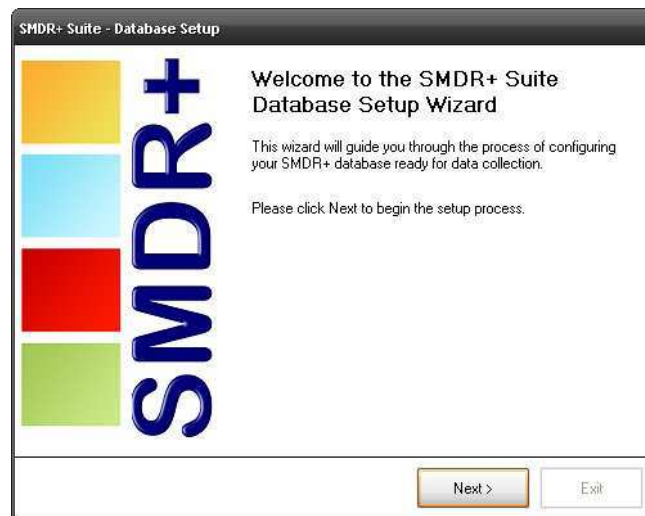




Click Install to begin the installation. Whilst the installer is copying files and configuring your system you may see various windows appearing and disappearing on-screen.

**Please Do Not Interrupt This Process Until It Is Complete!**

Once all the files required have been copied to your machine, you will then see the database setup wizard:



Click next to begin setup. You will then be asked which database server you wish to use for SMDR+. Make your selection and click next:



SMDR+ Suite - Database Setup

## SMDR+

Database Setup

Please select the database server you wish to use:

- MySQL
- Microsoft SQL Server 2005
- PostgreSQL

When you have made your selection, click Next.

Next > Exit

Next, you need to select if the database is hosted locally or on a different server on your network. For either option, enter a username and password that has access to create databases, insert data and grant privileges. Once you have done this click next:

SMDR+ Suite - Database Setup

## SMDR+

Database Setup

Please select if this is a local or remote database installation. Depending on your selection, you may also need to enter any additional details in the boxes provided.

- Local Database
- Remote Database

Local Database

Username:

Password:

The user account you enter must have the ability to CREATE, INSERT and IMPORT data. Usually this is the 'root' or 'admin' username.

Click Next when you have made your selections.

Next > Exit

Now you will be asked to select the type of connection that SMDR+ will use to communicate with your telephone system. Please ensure you enter the connection details carefully and click next:



SMDR+ Suite - Database Setup

## SMDR+

### Database Setup

Please select the way SMDR+ should communicate with your telephone system (This deals with the first system only, you will be able to configure additional sites after setup has completed)

Serial/Comm Connection

IP Network

IP/Network

PBX IP Address:

PBX SMDR Port:

Click Next when you have made your selections.

Next > Exit

Next you need to select the model of telephone system being used. If your model is not listed, select 'Custom Mapping'. Click next:

SMDR+ Suite - Database Setup

## SMDR+

### Database Setup

Please select the telephone system you are using from the list below. If yours is not shown, select Custom and you will be given the option of mapping data at a later stage.

Mitel Networks 3300ICP

Samsung OfficeServ 7200

Avaya V7

Mitel Networks 5000

Custom Mapping

Click Next when you have made your selection.

Next > Exit

Finally the installer will ask which user account you wish to use when SMDR+ is running to connect to your SQL server. By default, the installer is set to create a new user account and grant it access to the SMDR+ database. If you already have a user account you wish to use, select the appropriate option and enter the details required. When you are done, click next:



SMDR+ Suite - Database Setup

## SMDR+

Database Setup

Please select the SQL username and password you wish to use for SMDR+ to access your database. This username and password will be used for daily use, not for the installation.

Use default SMDR+ SQL account (Created if doesn't already exist)

Use custom SQL account

Username:

Password:

Click Next when you have made your selection.

Next > Exit

The installer should now have enough information to complete its task. Click next:

SMDR+ Suite - Database Setup

## SMDR+

Database Setup

The wizard now has enough information to perform the installation. This process can take anywhere between 5 and 30 minutes depending on hardware and network speed. During this time please DO NOT cancel the installer.

Click Next when you are ready to perform the installation.

Next > Exit

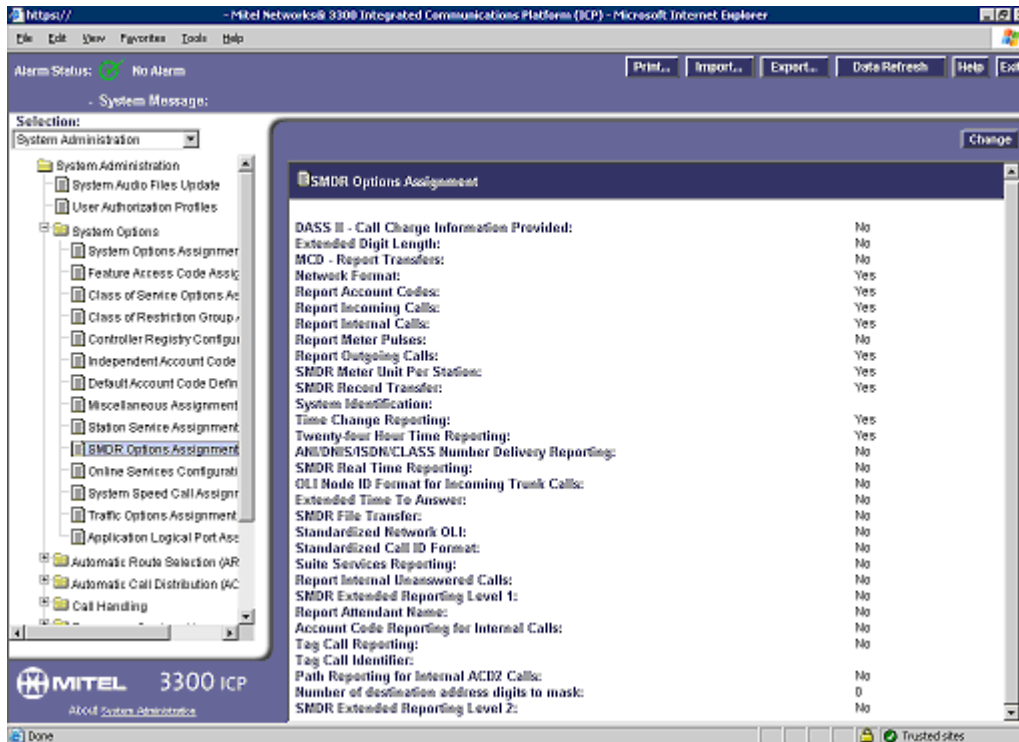
The installer will now create the database and populate it with data so it is ready to be used, this can take over 20 minutes to complete. Once it has finished, you will see a completion message on-screen. Click finish to close the installer.

Once the overall installation is complete you will be prompted to reboot, close any open programs and reboot your machine. Remember to remove the SMDR+ CD from your computer if you have one.

After the computer has rebooted SMDR+ will be ready for use. The Collector service will have started as the computer rebooted and will be collecting data.



You have now successfully installed the SMDR+ software. Finally you will need to make a change(s) on your telephone system. Depending on how your system was installed will depend if these options have already been enabled. Below is a screenshot of what the SMDR settings need to be set like on a Mitel Networks 3300MX ICP running 7.1 software:



**IMPORTANT! – If you have set Mitel 3300ICP as your phone system model earlier in the installer, you must change your SMDR settings to match those above. Failure to do so will leave the system without call data to report on. If you wish to use your current SMDR settings please use the Custom Mapping feature explained later in this guide.**

Depending on your model of system, you may or may not have these options available. The example above shows our Mitel Networks 3300MX ICP SMDR settings (your Mitel model will be either on the front bezel or written on the bottom of the chassis)

There are a number of reference guides on the SMDR+ website to show which SMDR settings work well. Please visit the website to find out more.

If you are unsure of your SMDR settings or if you are not comfortable changing them, please consult your telephone system installer or support service.



## Chapter 3 : Configuring SMDR+





SMDR+ only requires a minimal amount of configuration after it has been installed, this configuration is done through the Reports tool. You can launch this tool from the Start Menu or by the desktop shortcut (If you selected to create one)

## Manual Configuration

If this is the first time you have used SMDR+, you will be prompted to activate.

**SMDR+ Reports Tool - Activation Required**

## SMDR+

Activation is used to ensure that SMDR+ is distributed from the correct channels. To get a License Code, please email the following pieces of information:

- + Your Full Name (And Company Name If Applicable)
- + The Country The Software Will Be Used In
- + Name Of The Place You Acquired The Software From

Send this information to:  
**Support@StevenBaxter.co.uk**

Please ensure you send all the information required else your license may be delayed. Please allow up to 5 working days for your code to be sent out to you. Ensure you check any Junk Mail filters during this time in case our message is redirected.

**Registered Owner:**

**License Code:**

When you receive your activation details, please enter them here and click 'Activate Software' below. Make sure you enter your details exactly as they appear on the email including the correct case.

If you have not yet received your activation codes, please contact support using the email address provided on-screen with the details required. **Please ensure you send all of these details to avoid a delay in issuing your license.** Once you have activated SMDR+, you can then begin configuring it for use.

Launch the Reports tool from the Start Menu or the desktop shortcut. You will then be asked to login. The default username and password are:

**administrator**

After logging in you will be presented with a screen similar to the one below:

**SMDR+ Reports Tool - Main**

## SMDR+

### Reports Tool

Connected To: 127.0.0.1 As User: Administrator

- Preset Reports
- Export
- Custom Reports
- Backup/Restore
- Archive
- Options

About SMDR+  
Your version of SMDR+ is up to date!



Before you begin running reports for the first time, there are a few items that need to be configured for your site. Click on Options, you will be presented with the screen below:

Click the Configure Sites button.

You should fill in all the boxes in Site 1 (the box marked VM is for the extension number users dial to get voicemail, Mapping is the Processor template you wish to use) Once you have done this, click Save and Exit.

*To get information regarding the other settings on this window, please read Chapter 6 : Report Settings.*

Next you will need to provide a logo file to replace the generic logo found on the reports. Copy a JPEG formatted image to the following location:

**<path to SMDR+>\Reports\Company Docs\Logo.jpg.**

(Typically C:\Program Files\SMDR+\Reports\Company Docs\Logo.jpg)

Once you have done this you are now able to generate reports. Please be aware that you will not have any data in the system to report on until new data has been collected and processed (typically 24 hours after installation, depending on system usage)

## **Configuration Using Microsoft Windows Group Policy**

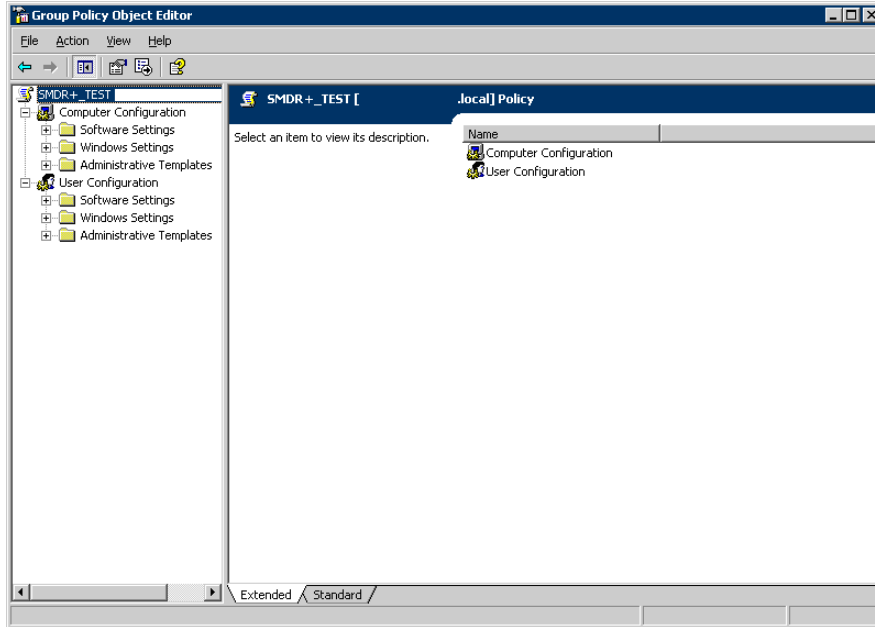
As well as being manually configured, the Reports tool supports configuration via Microsoft Windows Group Policy using an ADM file. Below details the steps required to setup Group Policy for SMDR+:

This section requires access to a Microsoft Windows Domain Controller. Please contact your IT Support Team if you do not have access to this.

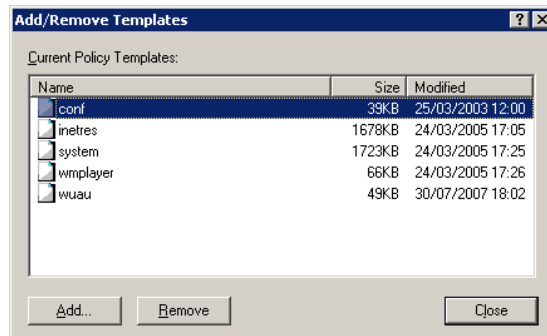




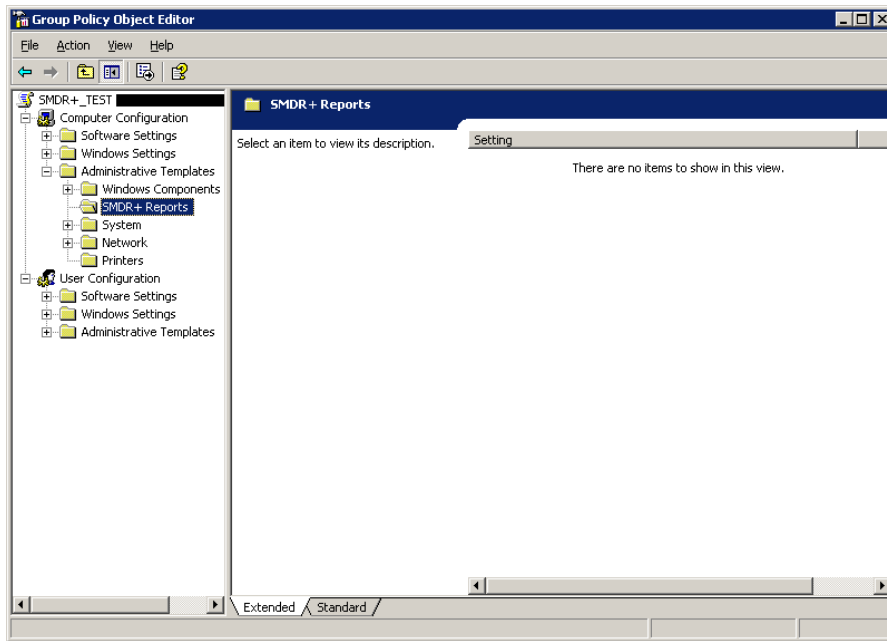
Begin by creating a blank policy via the Group Policy Management tool. Once you have created your policy, open it to begin editing. You should be left with a screen similar to this:



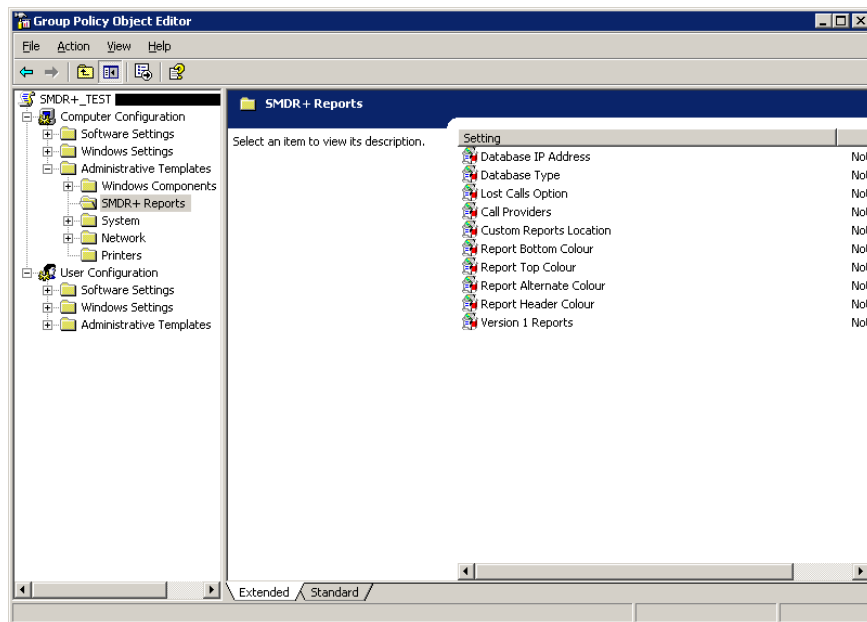
Right click on 'Administrative Templates' under the Computer Configuration node. Next click on 'Add/Remove Templates', giving you the screen below:



Click Add and browse to the SMDR+\_Reports.adm file located where you installed SMDR+ Reports (typically C:\Program Files\SMDR+\Reports\ADM\). Once you have added the file, click Close leaving you with the screen below:



Due to the way Windows Group Policy is designed, the SMDR+ options will not show by default. To fix this, click View then Filtering. Once the screen has loaded, ensure that both boxes at the bottom of the screen are unchecked and click OK. After a moment, you should now see the options available:



The policy is now ready to be deployed once you customisations are complete.



## Chapter 4 : Collecting Data





During the SMDR+ Suite installation, the Collector service will have been installed and configured to start when the computer is powered up. You can locate this service by using the Microsoft Windows® Services Applet available in Control Panel, denoted by the name 'SMDRCollect'. The Collector service does not require any additional setup nor does it have any user customizable options. You may also see the executable name (SMDR\_CS.exe) in the Windows Task Manager. It is important you do not forcibly close the Collector service using Task Manager, doing so could result in loss of call data

## **Processing Data**

Along with the Collector service, the Processor service will have been scheduled to run at 00:01am on your computer. This service converts the raw collected data into a format that can be read by the reporting tool.

You can change the time at which the Processor service runs by configuring it using the Windows Scheduled Tasks Applet. You should only change the TIME at which the Processor is run, do NOT change any other settings! Please be aware that whilst the Processor is running, the Collector service will be stopped. It is advisable that the Processor be set to run at a 'quiet' period of the day so as not to lose any data.

Also at 00:30am the Importer Service runs. This processes any CSV files that have been collected in the Inbox folder. When the Importer Service runs, the Collector Service is not stopped so this can be scheduled for whichever time suits the needs of your business.

## **Collection**

You must ensure that the computer you are using to collect the call data is on and connected to the telephone system being monitored.

It is advisable that you disable any 'power saving' features in your Operating System as well as in your computers BIOS.

**ANY** interruptions, either to the SMDR+ software, host computer, telephone system or connecting network will result in loss of call data. Please consider this in any maintenance plans or other work that could interrupt these systems.



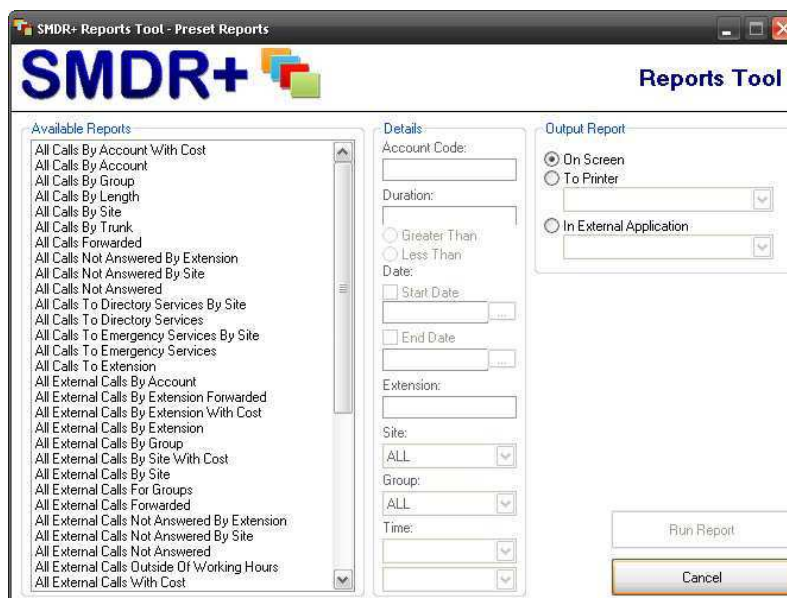
## Chapter 5 : Running Reports





Reports are available using the Reports tool. This tool also serves as the main configuration utility for SMDR+.

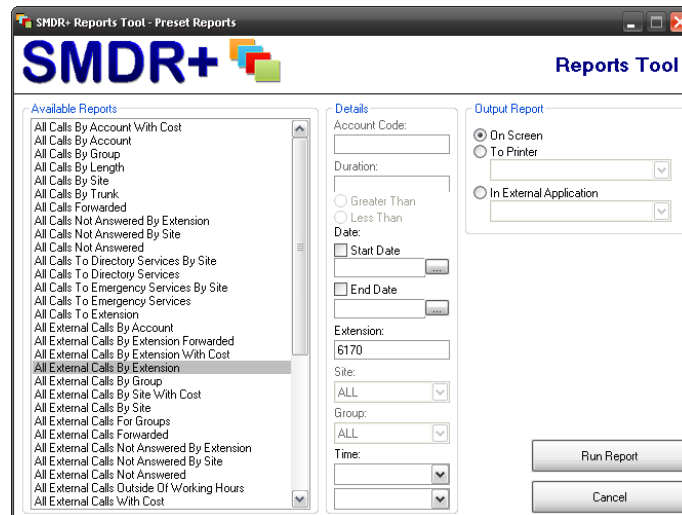
There are a number of Preset (or Standard) reports available by default. To run one of these reports, select Preset Reports from the main menu. You will then see a screen similar to the one below:



The box on the left of the screen lists all preset reports available to you. For example, we will generate a report showing all external calls by extension 6170 (Please note: this example is generated against our call data. If you do not have any call data for extension 6170 then this report will fail for you)



To do this, select 'External Calls By Extension' in the left hand box. Next in the box marked Extension number, enter 6170. You should now have a screen that looks like this:



Click Run Report

The Reports tool will then query all your current call data and produce a report on screen. This may take several minutes depending on the amount of call data collected and options selected. During this time you will see progress of the report being compiled. Once it is complete, you should see a screen similar to the one below:

**All External Calls By Extension** Date: 26/12/2009 Time: 17:27

Extension Number 6170

Date:	Time:	Duration:	Account:	Number:	Area:
06/01/2009	13:35	00:06:59	5	08702	
06/01/2009	13:35	00:06:59	5	08702	
07/01/2009	11:39	00:00:42	5	01362	Dereham
07/01/2009	11:39	00:00:42	5	01362	Dereham
07/01/2009	12:12	00:25:01	5	01362	Dereham
07/01/2009	12:12	00:25:01	5	01362	Dereham
09/01/2009	17:10	00:00:04		07870	Orange
09/01/2009	17:11	00:00:03		07870	Orange
09/01/2009	17:10	00:00:04		07870	Orange
09/01/2009	17:11	00:00:03		07870	Orange

Print Report Close

You can then review the report on-screen or alternatively, send it to a printer. Depending on the report you select, you may see different data and in some cases, a different layout. The above is just a guide to what you can expect to see on a preset report.

*The example shown above has been altered to obscure our call data; you reports will not have black boxes over reported data.*



The Reports tool allows you to display the call data returned in a number of formats. These are either on-screen, direct to printer or output to an external application.

The Reports tool currently supports the following external applications:

- Microsoft Office 2000 Excel
- Microsoft Office 2003 Excel
- Microsoft Office 2007 Excel
- Microsoft Office 2010 Excel
- Microsoft Windows Notepad
- Microsoft Windows WordPad
- Comment V3
- OpenOffice.org 2.0 Calc
- OpenOffice.org 3.0 Calc

This list may expand if updates are applied. The data is passed to these applications in Comma Separated Value format (or CSV). Some of these external applications require you to run through a small import task to correctly format the data in the application.





## Chapter 6 : Report Settings





The Reports Tool contains a variety of settings that allow you to customise SMDR+ to fit your individual needs. This section will give you an overview of each settings meaning:

## Site Data

This section controls email settings as well as access to site-specific data:

**SMTP Server** – IP address or DNS name of your SMTP server.

**SMTP Port** – Port number of your SMTP server (usually 25)

**SMTP Server Requires Authentication** – Tick this if your SMTP server requires a username and password.

**SMTP User** – Username to access your SMTP server.

**SMTP Pass** – Password for the above user account.

**SMTP Requires SSL** – Tick this if your SMTP server requires SSL.

**Server Email** – Email address of the computer running SMDR+, this can be a generic email address.

**Test Attach** – Clicking this button will send a test email to the Site 1 email address with an attachment.

**Test Email** – Clicking this button will send a test email to the Site 1 email address.

**Configure Sites** – Clicking this button allows you to edit site data.

**Proxy Server** – IP address or DNS name of your proxy server.

**Proxy Port** – Port number of your proxy server.

**Set Collector To Listen** – Enables the listener on the Collector service.

**Listen Port** – Port number to listen on.

**Serial Settings** – These control how collection over a serial (Comm) port is enabled.

**Open/Closed Times** – These are your business hours, used in reports.



## User Accounts

This section controls user access to SMDR+. This includes group membership and user permissions:



### **Left Side – Users**

**Add** – Create a user account.

**Edit** – Change settings for the selected user account.

**Delete** – Deletes the selected user account.

Add or Edit presents you with a number of options, these include:

**Username** – Enter a username that this account will use. This must be unique. (This cannot be changed when editing)

**Password** – Enter a password for the account.

**Email** – Enter an email address for this account.

**Group or Individual Permissions** – You can either assign the user to a group or manually set their permissions. If you assign them to a group, the group permissions will override any permissions manually set for the account.

### **Right Side – Groups**

**Add** – Create a group.

**Edit** – Change settings for the selected group.

**Delete** – Delete the selected group (This will reset group members back to their individual permissions)

Add or Edit presents you with a number of options, these include:

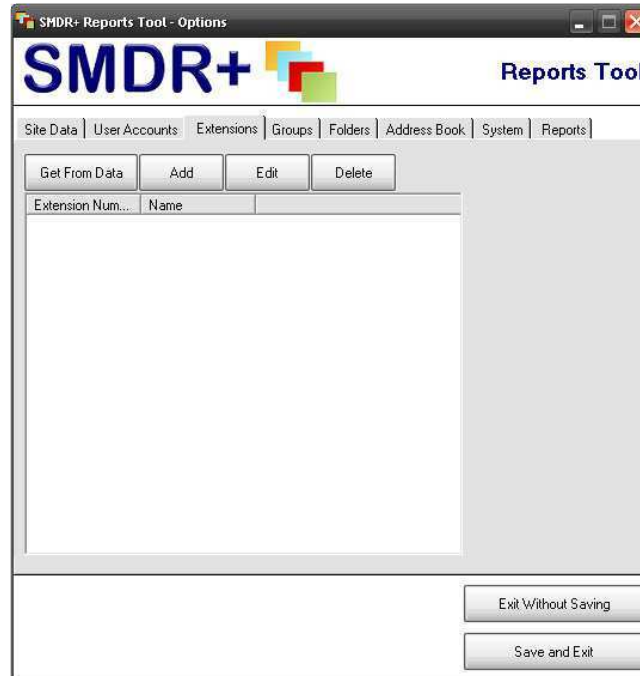
**Group Name** – Enter a unique name for the group. (Cannot be changed when editing)

**Group Access** – Assign this group permissions.



## Extensions

This section controls mapping of internal extensions to names for use in reports:



**Get From Data** – The Reports Tool will scan through any processed call data to identify extension numbers in use.

**Add** – Add an extension.

**Edit** – Edit selected extension.

**Delete** – Delete selected extension.

Add or Edit presents you with the options of:

**Name** – Enter a name to associate with the extension number.

**Extension** – Enter a unique extension number to name.



## Groups

This section allows the creation of extension groups (a collection of extension numbers brought together because of a common theme. E.g. they are all receptionist extensions):



**Add Group** – Allows the creation of a new extension group.

**Add Member** – Adds an extension to the selected group.

**Delete Group** – Deletes the selected group (If there are members of this group they will be removed)

**Delete Member** – Deletes the selected extension from the group.



## Folders

This section controls where the Reports Tool stores and uses information from. Changes made here only affect the local Reports Tool:



**Custom Reports** – This is the location of any custom reports that are created. By default, this is the same place standard reports are stored.

**Company Docs** – This is the location of your company logo and other company data used by SMDR+.



## Address Book

This section controls the address book. The address book allows the Reports Tool to map dialled numbers to defined names. You can, for example, add an entry for your main site's switchboard number so that a report easily shows how many people have dialled the company switchboard:



**Add Number** – Create a new address book entry.

**Edit Number** – Edit selected entry.

**Delete Number** – Delete selected entry.

**Import CSV** – Import address book from a CSV (Comma Separated Values) file. An example of this file can be found in the SMDR+ Program Files folder.

You can click each column heading to sort by that column.



## System

This section controls how the Processor Service and back-end database is used. Changes in this section could damage you SMDR+ installation and/or call data so please take note of any warnings messages:



**Include 'Lost' Calls In Call Records** – This option will allow the Processor Service to include any call records that do not have a duration or number of rings. This only takes affect on the next set of call data processed. **This option can make a significant impact on database size!**

**Use New Style Reports** – Produces reports in the new visual style. This does not affect reports sent to external applications.

**Providers** – This gives two options: Area Codes and Provider Names. These options affect how a number is represented in a report. If you select Area Codes, the report will include a column that shows which area or mobile carrier the number belongs to. If you select Provider Names then the report will match the carrier name to each number. **Please note that Provider Names causes a slight performance hit when generating reports.**

**Show Area Code in report** – This adds the Area Code set for the site onto any local calls that have not been recorded with an area code in reports.

**Edit Custom Mappings** – This allows the mapping of each SMDR+ data field to the SMDR output from the PBX. This is also used to access the Importer Service settings.

**Language** – This sets the language that SMDR+ is displayed in.

**Currency** – This sets the currency symbol used in the reports.

**Debug Logging** – This option sets SMDR+ to log all processes as they run. This option should only be enabled if someone from support requests it.

**Edit Call Costings** – This allows the import or entry of costings for calls.

**Auto Backup** – This allows SMDR+ to backup the database nightly.





**Compute Costs** – This computes call costings for later use in reports.

**Serial Commands** – This is used to interpret commands sent over a serial/comm connection (for example, login, password, etc) Enter one value per line, with expected value and send value separated by a comma.

**IP Commands** – This is used to interpret commands sent over IP connection (for example, login, password, etc) Enter one value per line, with expected value and send value separated by a comma.



## Reports

This section allows the customisation of the new visual style report as well as report schedules:



**Titlebar Colour** – This gives the option of changing the colour of the titlebar (pictured here in blue)

**Table Header Colour** – This changes the colour of the table header (Pictured here in red)

**Table Divide Colour** – This changes the colour of the dividing lines (Pictured here in yellow)

**Total Bar Colour** – This changes the colour of the total bar (Pictured here in green)

**Restore Defaults** – This resets any changes made back to the standard colours.

**Scheduled Reports** – This allows the ability to create, edit and delete scheduled reports.

**Cover/Backing** – This changes any cover or backing pages you wish to add to a report.

**Text Alignment** – This changes the way text is aligned on reports.



Below are explanations of screens seen when you select either of the following buttons:

- Edit Custom Mappings
- Edit Call Costings
- Scheduled Reports

## Configure Sites

This section controls the multiple site support as well as how company data is shown on reports:



**Add Site/Edit Site** – Clicking these buttons gives a screen where the following information can be entered:

**Site Name** – Enter a name for your site (e.g. Company Name – Factory 1)

**Email** – Enter an email address of the telephone administrator.

**Address** – Enter the full site address in these boxes.

**Postcode** – Enter this sites' postcode.

**VM** – Enter the number dialled to check voicemail (e.g. 699)

**Area Code** – Enter your sites area code (e.g. 01553)

**Switch IP** – Enter the IP address of the sites PBX.

**Switch Port** – Enter the SMDR port number for the PBX.

**Mapping** – Select which processing mapping shall be used.

**3PT System** – If you are collecting data from an external database, select it here (used for asterisk systems)

**3PT Username** – Enter the username for connecting to the 3PT System.

**3PT Password** – Enter the password for connecting to the 3PT System.

**3PT Database** – Enter the name of the database on the 3PT System.



## Edit Custom Mappings

Custom mappings allow a telephone system not natively supported by SMDR+ to be used. The mapping refers to how SMDR+ reads the SMDR data stream from your telephone system. When you select this option, you will see the following screen:

To create a new mapping, select **<Create New>** from the list at the top of the screen and click **Select**.

Once you have done this, enter a name for this mapping (i.e. My PBX Make 1.2) then select a site number from the drop-down list on the right hand side and click **Get Data**. After a few seconds a line of SMDR data will be placed in the preview box.

To map each value click its corresponding name which will change the red button to yellow, then highlight the section of the preview that matches this value. Finally click **Map To Field**.

If the button changes back to red when you click Map To Field, then the length of data you have selected is too long. Below is a table showing the lengths and data types that each field will accept:

Field Name	Data Type	Data Length
Date	String	45
Time	String	45
Duration	String	45
Extension	String	4
Number of Rings	String	45
Original Number	String	45
Destination Number	String	45
Dialled Number	String	45

# SMDR+



Internal	Integer	1
Error	Integer	1
Supervision	Integer	1
Speedcall	Integer	1
Forward	Integer	1
Trunk	String	10
Account	String	5

Once you have done all the values you wish to, click **Save Mapping**.

Clicking the Importer button displays the settings for the Importer Service. This service processes CSV files stored in the Inbox folder and imports the data into the SMDR+ database.

In the boxes provided, enter the number for each section of the CSV file. For example, if the following is a string of data in the CSV file:

`01/02/2011,09:32,00:02:54,1234,000,012345678910`

Then for Date you would enter 1, Time 2, etc

Once you have entered your values, click Save Settings at the bottom.



## Edit Call Costings

This screen allows you to import or manually enter costings for certain types of call. When you click this button you will see the following screen:

Destination	Cost
02	1.00
03	1.00
04	1.00
05	1.00
06	1.00
07	1.00
08	1.00
09	1.00

The easiest way to populate call costings is to import a costings file. SMDR+ ships with an example file for British Telecom Business costings, to import this file click **Populate From File**. Next navigate to where you installed SMDR+ (typically C:\Program Files\SMDR+), then open **Reports** and then **Costings**. Select the **BT\_Business** file and click **Open**. After a short while the screen will populate with call costing data. To save this data, click **Save Costings**.

At the top of this screen you can switch between per second and per minute billing, depending on which you wish to view on your reports. Standard Cost is the amount a 'normal' call would cost. This value is used if no other call costing patterns have been matched. To edit a costing already entered, double click on it's line. Changes will be saved when you click Save Costings.



## Scheduled Reports

SMDR+ has the ability to run reports at a scheduled time and export the results to a location of your choice. The following is the screen you will see when clicking the **Scheduled Reports** button:

To create a new scheduled report, click **Create New**. In the box provided enter a name for this scheduled report.

Next, select a report from the list provided (please note only Preset Reports are shown) then enter a location for the results to be exported to (do not worry about entering a unique name for the report, reports are saved with the date as the filename)

If you select Email as a destination, a CSV version of the report will be sent to the email address entered for Site 1. For email to be successful you must ensure you have entered your email server details on the Options window.

The final step is to select the frequency of the report (hourly, daily, weekly or monthly) and the appropriate number. Once you have done all this, click **Save Schedule**.

To delete a scheduled report, select it from the list of current tasks and click **Delete Selected**.



Options that could negatively affect reporting performance are indicated with a yellow warning triangle (⚠) When selecting one of these options, a brief description of how it may affect performance is given. Please ensure you read these messages carefully!

Some of these options may not be available to you depending on the permissions allocated to your user account. If you require access to a particular option, please see the person who setup SMDR+ for you.

The majority of the options available apply to all installations of SMDR+ at your site. Please take this into account when editing settings as these may affect other users of the software.





## Chapter 7 : Monitoring





Included with the SMDR+ suite is the Monitor tool. This tool allows a user to monitor current statistics for your telephone system. To start the Monitor tool, select the shortcut in the Start Menu. You will then see the following screen:



As well as the screen above, you will also see an icon in the system tray at the bottom right corner of your screen:



Once launched the Monitor tool can be viewed by double clicking on the icon in the system tray. If you wish to close the Monitor tool, right click its icon and select Exit.

The Monitor tool refreshes the statistics shown on screen every 1 minute. If you wish to lengthen this refresh, select either 5 or 10 minutes using the options at the bottom of the bar.

For the Monitor tool to be effective, you will need to change the time interval that the Processor runs at. You can change this in Scheduled Tasks in the Windows Start Menu.



## Chapter 8 : Updating





Updates to SMDR+ are a manual process due to the role that SMDR+ performs. It is always advisable to perform updates out of business hours where possible so you do not lose call data.

The SMDR+ Reports tool has a built-in update checker which runs every time you run the software. Below is a screenshot showing an up-to-date installation:



The update check line can show two different states: Up-to-date and Update available:



If there is a newer version of SMDR+ available, you can click the link and be taken to the SMDR+ website to download it. Further information regarding installing each update is available in the download.

Please be aware that this feature only works if you have access to the Internet from the computer(s) you use SMDR+ on. If you use a Proxy server to connect to the Internet please make sure it is set in Options.



## Chapter 9 : Troubleshooting





We hope your use of SMDR+ is an enjoyable and trouble-free experience for you. On the rare occasion you encounter a problem, this section will show you how to get help.

We have setup a forum for you to discuss any problems or issues (or even feature requests) that you may have for SMDR+. To access the forum, go to:

<http://baccynet.freeforums.org>

Or follow the link from the SMDR+ website at:

[www.stevenbaxter.co.uk](http://www.stevenbaxter.co.uk) or [www.stevenbaxter.com](http://www.stevenbaxter.com) or [www.stevenbaxter.net](http://www.stevenbaxter.net)

Please remember that we do not provide phone system specific support. If you would like to help us to include a new model/make of telephone system to SMDR+ please feel free to contact us via the forum.

Unfortunately we are only able to reply to support messages sent in English.

We recommend that you check back often to the SMDR+ website for updates and patches that may be released. Most common problems can be fixed by updating to the latest version. Alternatively you can subscribe to the RSS feed for SMDR+ on our website.

When reporting problems, please ensure you include the following pieces of information:

- SMDR+ Version installed
- Microsoft Windows® Version and Service Pack if applicable
- Telephone System Make, Model and Software Release
- MySQL Server version or MS SQL Server version
- Detailed explanation of the issue you are experiencing, possibly with screenshots if required
- Contact information (if not on the forum)

Missing out any of the above information will delay the response to your issue. Please ensure you have included everything you can.



## Chapter 10 : Contact Us





We can be contacted via the following methods:

## Email

You can email us regarding SMDR+ on [admin@stevenbaxter.co.uk](mailto:admin@stevenbaxter.co.uk)  
Please note: this address is **NOT FOR SUPPORT QUERIES!** Please read the preceding section for contacting support.

## Forum

We are the registered user '**BaccyNet**' which can accept a Private Message from a fellow registered user. Alternatively you can create a thread in the 'General' section on the forum.

If contacting us regarding a billing or account issue, you will need to provide us with your Registered User and License Key. For convenience, we advise you write these in the space provided below:

**Registered User:** \_\_\_\_\_

**License Key:** \_\_\_\_\_

Please do not add these to any post on our forums, doing so will void your license! We will only ask you to email your license details to our address if it is required to process your query.

**Thank you for choosing SMDR+ for you call logging needs!**





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