

***ULTIMATE!* Call Accounting**  
***ULTIMATE!* SOFTWARE PRODUCTS,  
INC.**

**For MICROSOFT<sup>®</sup> WINDOWS<sup>™</sup>**

**USER MANUAL**

Microsoft Windows<sup>™</sup> is a trademark of Microsoft Corporation

## ***Ultimate! Call Accounting for Windows***

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## INTRODUCTION

This manual provides operating instructions and practical information for *Ultimate!* Call Accounting Software for Windows™. Read this manual thoroughly before you begin to operate the software. If you have any questions concerning how to use the software, refer to the *Ultimate!* Installation and Maintenance manual available from your local authorized dealer.

Our main objective is to provide you with the necessary tools to increase employee productivity and control your organizational costs. This software enables your business to analyze and reduce those costs. Specifically, this software helps you to investigate key areas of concern, and determine where they occur through detailed, accurate reports.

We are pleased to provide your business with *Ultimate!* Call Accounting Software. We are always concerned about any comments you may have about the software. If you have any remarks, please Mail or Fax your comments to:

***Ultimate!* Software Products, Inc.**

Or

Fax comments to:  
1 (414) 789-9617

Robert Sodemann  
President, *Ultimate!* Software Products, Inc.

# 1 Overview

## 1.1 What is *Ultimate!* Call Accounting?

*Ultimate!* Call Accounting Software may be installed on most IBM PC compatible computers running current versions of Microsoft Windows™. *Ultimate!* Call Accounting stores up to 99,000,000 call records, and functions on telephone systems up to 2000 lines (circuits) and 8000 extensions. The software allows for “accounting” of each telephone call received or placed from the business. This information can then be arranged into meaningful and concise reports (standard and customized).

## 1.2 How Does Call Accounting Work?

Upon completion of a telephone call, the telephone system sends information about the call to the software. *Ultimate!* Call Accounting then stores this information within a database record in the computer. The basic record information may include:

**ACCOUNT CODE** – Identification Code

**CIRCUIT NUMBER** – Line that handled the call

**DATE** - When the telephone call was placed

**DIRECTORY NUMBER** – Station that handled the call

**DURATION** - The length of the call

**NUMBER DIALED/CALLER ID** – Destination/Origin of the Call

**TIME** - the time of day

When reports are run, vast amounts of data are organized into meaningful and informational reports for the business.

## 1.3 How Can Call Accounting Reduce Organizational Costs?

The reports provide clarity to areas within the business where costs can be reduced. To achieve this clarity, decide what elements of the business require investigation, examine them, and then correct problems when needed. *Ultimate!* Call Accounting Software controls and reduces organizational costs in several ways, for example:

**LINE (CIRCUIT) TRAFFIC STUDIES** - Analyzes current number of telephone lines against duration of calls and determines percentage of line usage over time. (**100% Usage** - Customers may receive “busy signals”, and the business loses contact opportunities. **50% Usage or Less** - Funds used for unnecessary lines could be applied elsewhere within the business.)

**CALLER ABUSE/MISUSE** - Tracks employee extensions and detects any inappropriate usage. (**900 Numbers/Long Distance Calls** - Expensive telephone calls which cost the business money. Also, a reduction of employee productivity due to time spent in activities, which are not job related.)

**COST ALLOCATION/BILLING** - Supplies accurate billing information by department, extension, or account code. (**Budget Allocation** - Identifies billing information in businesses where customers are billed for the cost (rate) and time of a telephone call.)

**PRODUCTIVITY/EVALUATION** – Supplies analysis reports on total time for each extension, and groups calls by duration time. These reports will help evaluate productive staff and efficiency of the call time.

**Note:** These are only a few examples of how *Ultimate!* Call Accounting Software provides businesses with important information to evaluate telephone usage.

## 2 Beginning Information

### 2.1 Conventions

The following conventions are used throughout this manual:

When you are instructed to press a key, select a menu item, or click a button, the button name or menu item will appear in quotations. For example, when instructed to click a button labeled “Ok,” the text will read, click “Ok.”

Use the left button on your mouse when you are instructed to *click* on a menu item or field.

Software conventions:

The “Tab” key enables forward movement from field to field.

The “Shift Tab” Keys enable backward movement from field to field.

The “Esc” key cancels text box input and executes “Cancel” buttons on forms.

All field definitions are broken down into the following categories:

**Check Box** - A box that can be checked or cleared to enable or disable an option.

**Combo Text Box** - A combination of a text box and a drop down list in which text may be entered or a item from the drop down list may be selected

**Command Button** - A raised button that can be clicked on with the mouse. These buttons are commonly used for closing or opening windows.

**Drop Down List** - A text box with a down arrow in which clicking on the arrow brings down a list in which a single item may be selected.

**Menu Bar** - The only menu bar is located on the main screen. Clicking on items in the menu bar will allow you movement throughout the software.

**Option Buttons** - A group of round check boxes in which only one may be selected at a time.

**Text Box** - A box in which text may be entered.

Note: Items that appear to be grayed out are not available for modification.

### 2.2 *Ultimate!* Communicator

Beginning with version 5.0 of Call Accounting, the ability to interface with *Ultimate!* Communicator is available. *Ultimate!* Communicator is a computer telephony product that interfaces with selected Toshiba DK phone systems. *Ultimate!* Communicator has the ability to send to Call Accounting call records that reflect the status of various buttons of the phone it is connected to. With this ability, Call Accounting has 3 distinct modes of operation.

Mode 1-Call Records received from phone system only

Normal mode of operation where Call Accounting collects data from the SMDR port of compatible phone systems. See Installation manual for current list.

Mode 2-Call Records received from *Ultimate!* Communicator only

Available only to selected Toshiba DK systems. Previously known as Personal Call Accounting call records are received from *Ultimate!* Communicator and there is no SMDR link to a phone system.

Mode 3-Call Records received from *Ultimate!* Communicator and phone system.

Available only to selected Toshiba DK systems. This mode collects call records from *Ultimate!* Communicator and the SMDR port of the selected phone system simultaneously.

Note: Depending on which mode Call Accounting is operating in various features may not be available.



### 3 Requirements

## Call Accounting HARDWARE REQUIREMENTS

#### **Minimum Specifications**

##### **Operating Systems**

Windows Server 2008, 2008 R2 (one user logged in at a time)

Windows Server 2012 (one user logged in at a time)

Windows 7, 8, and 8.1, 10

##### **Hardware**

1 GB hard drive space (default)

1 serial port or network interface card for SMDR (may not be required if the data is IP)

Mouse

Keyboard

Monitor

Optical drive to load software (or load from web)

#### **Additional Components (optional)**

##### **Remote access**

Required in order for us to assist with installation, training, and tech support. We work with the following, among others:

- [www.teamviewer.com](http://www.teamviewer.com)
- [www.LogMeIn.com](http://www.LogMeIn.com)
- [www.UltraVnc.com](http://www.UltraVnc.com)
- [www.GoToMyPC.com](http://www.GoToMyPC.com)
- [www.showmypc.com](http://www.showmypc.com)
- [www.join.me](http://www.join.me)
- [www.webex.com](http://www.webex.com)

##### **Back-up device**

Flash drive, external, or other

##### **Printer**

For printing reports

## **4 Installation**

### **4.1 Installing Hardware and Software**

After purchasing *Ultimate* Call Accounting Software, your local authorized dealer installs the hardware and software. If you have any questions, or need more information, contact your local authorized dealer for assistance.

*Local Authorized Dealer is:*

***Customer Service Contact:***

***Address:***

***City/State/Zip:***

***Telephone Number:***

***Fax Number:***

### **4.2 Company Information**

Your local authorized dealer has already entered most of your company information. (If you have any questions about what's entered by your dealer, don't hesitate to call your Customer Service Contact.) This information includes:

- Report Headers
- Department/Extension associations
- Circuit Information
- Account Code associations
- Customized rate costing
- Customized reports

After the software has been installed, click on “About” in the “Help” menu.

Click on  
“About” in  
the “Help”  
menu.



The info window opens.

Version  
Number



“Communicator  
Only” or “Full  
Phone System”  
support.

This window displays basic information about your Call Accounting software. The second line of text displays the version number of the software. The example above is version 7.00.9. The fourth line of text reads either “With Communicator Only Support” or “With Full Phone System Support.” If “With Full Phone System Support” is displayed, then the Sentinel Key is installed and recognized by the Call Accounting software. If “With Communicator Only Support” is displayed, then the Sentinel Key either is not installed or is not recognized. Contact your *Ultimate!* Software dealer if you have questions about the Sentinel Key.

## 5 Password Security and Call Records

### 5.1 Password Levels

In order to utilize the features of the software, a password must be entered for the desired security level. There are four distinct levels of password security:

LEVEL 0 – Default security level, doesn't allow access to any functions and doesn't display raw call records on the main screen

LEVEL 1 – Allows user to run reports but not to edit them.

LEVEL 2 – Allows user to edit reports and edit database information and displays raw call records on the screen.

LEVEL 3 – Allows user to access all functions of call accounting, including changing Company Information (refer to Section 4.2).

### 5.2 Password Security Codes

When you first open the Ultimate! Call Accounting program, this screen will appear.



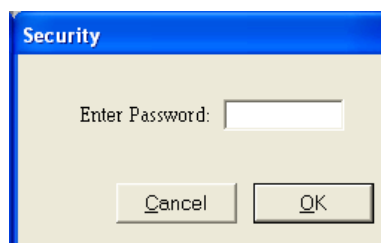
Reports can only be viewed once a level 3 password has been entered. Use the following steps to enter the level 3 password.

Click on “Enter Password” from the Security menu.

Click on “Enter Password” in the “Security” menu.



The password window will appear.



Type “LEVEL3” in the text box. Note that there is no space between “LEVEL” and “3”. Asterisks will appear instead of what is typed for security reasons.

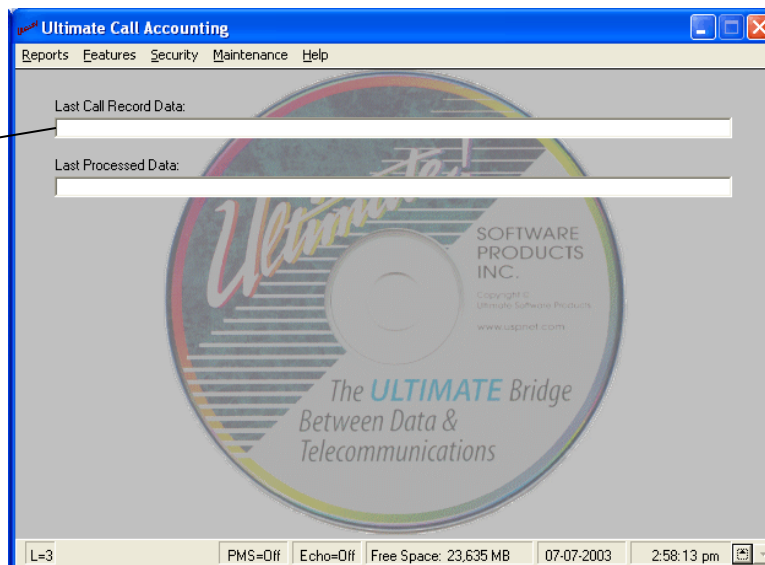
Type “LEVEL3” in the text box, then click “OK.”



Type “LEVEL3” in the text box, then click “Ok.”

If entered correctly, the status bar will become blank. If entered incorrectly, password will default to level zero.

The password has been entered correctly, causing the status bar to become blank.

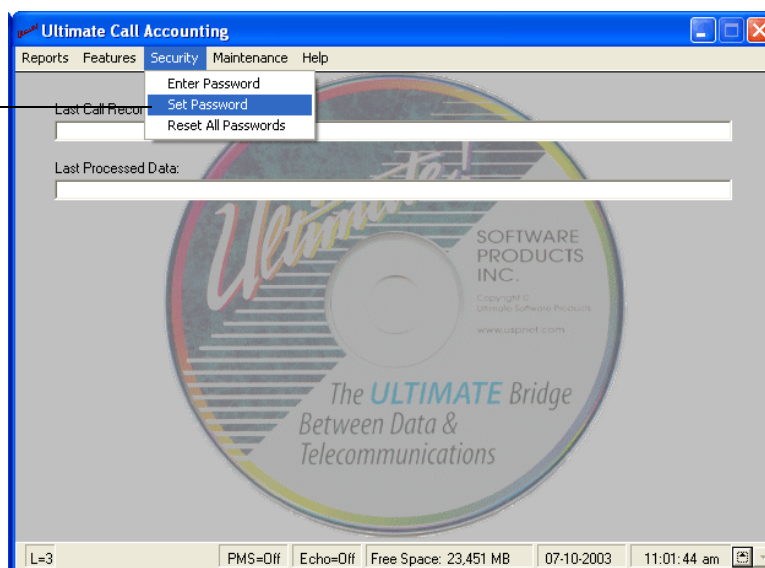


The default passwords for Level 0, Level 1, and Level 2 security clearance are “LEVEL0”, “LEVEL1”, and “LEVEL2” respectively.

### 5.3 Set Password

Once you have entered the level 3 password, open the Security menu again by clicking on “Security.” You will notice that the option “Set Password” is no longer grayed out. Click on “Set Password.”

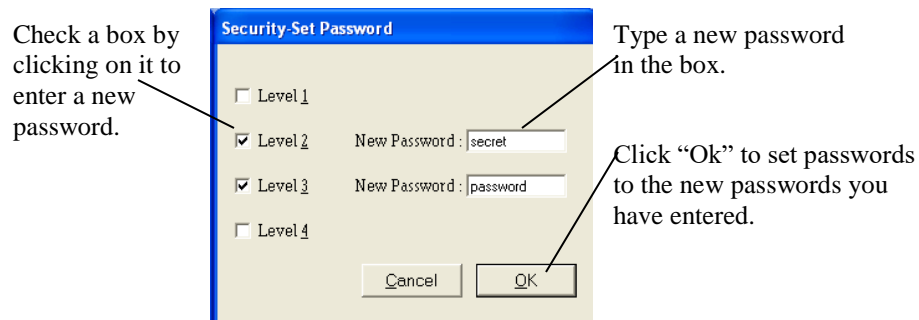
Click on “Set Password” in the “Security” menu.



The Set Password window opens.

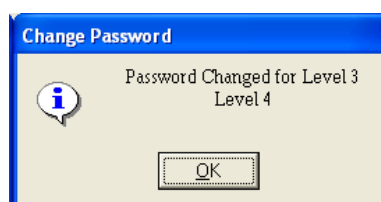


Choose which password level you would like to set, then check the box next to that level by clicking on it. For example, to set the password for level 3, click the box next to "Level 3" to check it. The Level 4 password is not applicable to this program. As you check boxes, a text box will open asking you to enter a new password.



Type a new password in the box that appears. Note that passwords must be 4-8 characters long. When you are finished entering passwords, click "Ok."

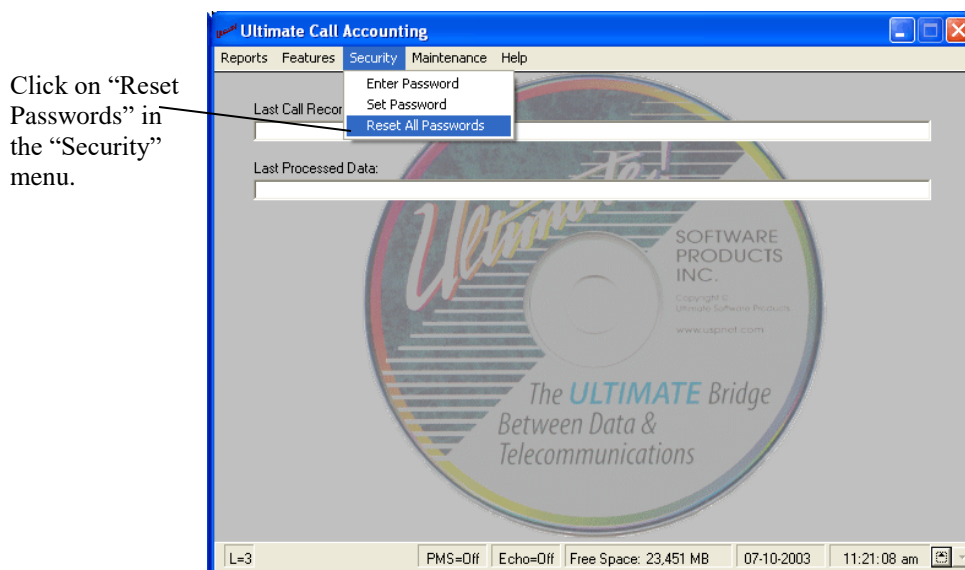
A message box will appear, confirming that passwords have been changed.



Click "Ok." Passwords are now set to the new passwords you have entered.

## 5.4 Reset Passwords

If you should forget your new passwords or for some other reason need to reset passwords back to the default, click on “Reset All Passwords” in the “Security” menu.



The Reset Passwords window opens.



To reset passwords, call your *Ultimate!* Software dealer and give the number that appears at the top of this window. The dealer will give you a code. Enter this code in the text box labeled “Enter Code,” then click “Ok.” Passwords are now set to default.

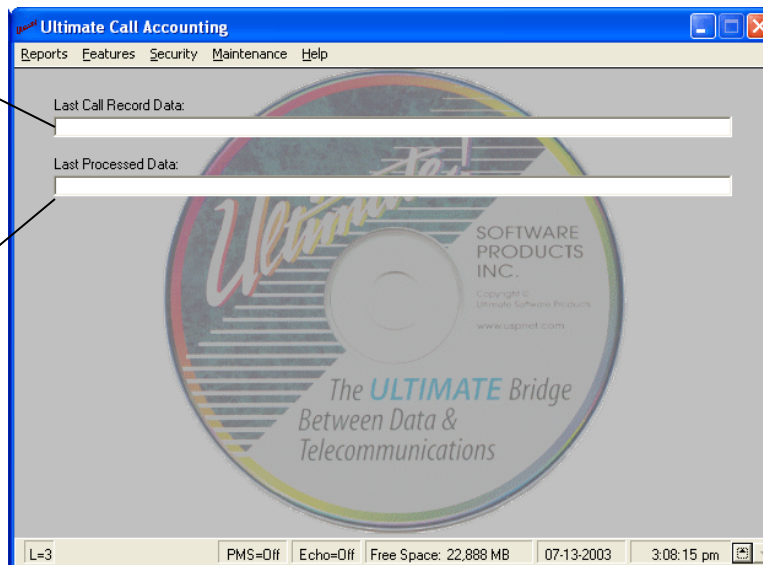


## 5.5 Call Records

Look at the main Call Accounting screen. There are two blank text boxes; one is labeled “Last Call Record Data” and the other is labeled “Last Processed Data.”

Raw data for the last call received is displayed here.

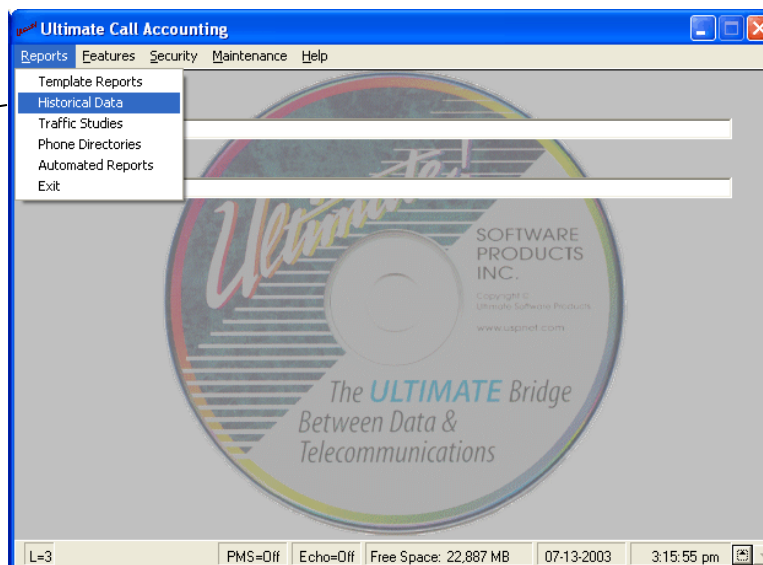
Processed data for the last call received is displayed here.



When calls are being received, the data for the last call received is displayed in these boxes. The raw data is displayed in the box labeled “Last Call Record Data,” and the processed data is displayed in the box labeled “Last Processed Data.”

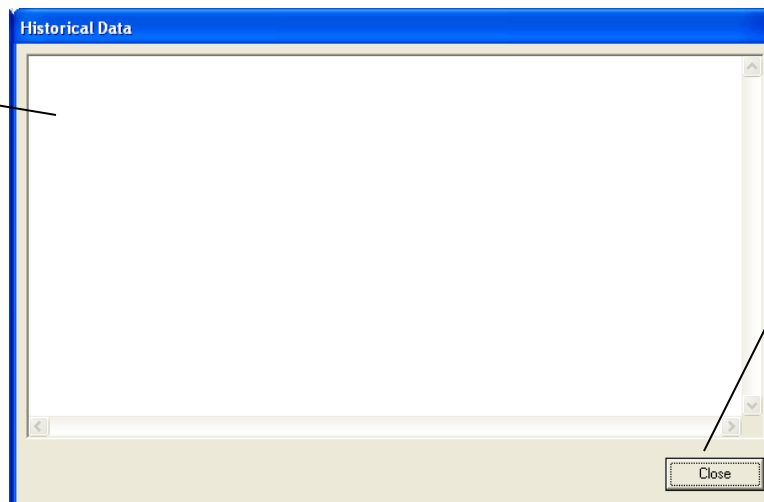
To view data for calls received earlier, click on “Historical Data” in the “Reports” menu.

Click on “Historical Data” to view records for calls received earlier.



The Historical Data window will open.

Historical Data is displayed in groups of two lines; the first line displays raw data, the second displays processed data.



Click "Close" when you are finished viewing historical data.

In the example, no historical data is displayed because no calls have been received. When calls have been received, data will be displayed in groups of two lines, each group representing a single call. The first line displays the raw data, and the second line displays the processed data. When you are finished viewing historical data, click "Close."

## 6 Template Reports

The following are examples of reports that are readily available:

- **COST ALLOCATION/BILLING REPORTS** - Company and Departmental Billing Reports - run monthly to insure proper budgeting and non-local bill backs.
- **PRODUCTIVITY REPORTS** - run weekly to monitor sales staff performance with current promotional activities.
- **CALLER ABUSE/MISUSE REPORTS** - Increase productivity by identifying different kinds of telephone abuse and misuse within your company.
- **TRAFFIC ANALYSIS REPORTS** - Exception reports can be run to detect non-functioning phone circuits or potential toll fraud.

### 6.1 Template Reports Screen

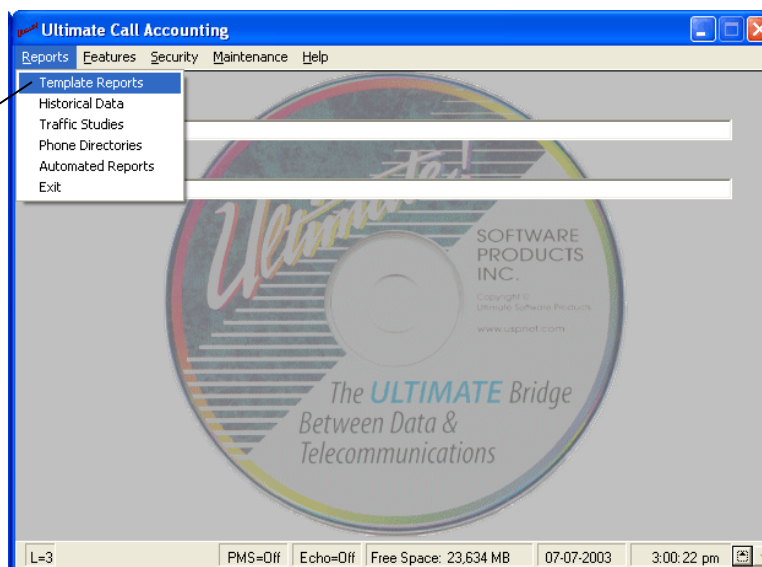
Use the following steps to access the template report selection screen.

Make sure password level is at least set to level one.

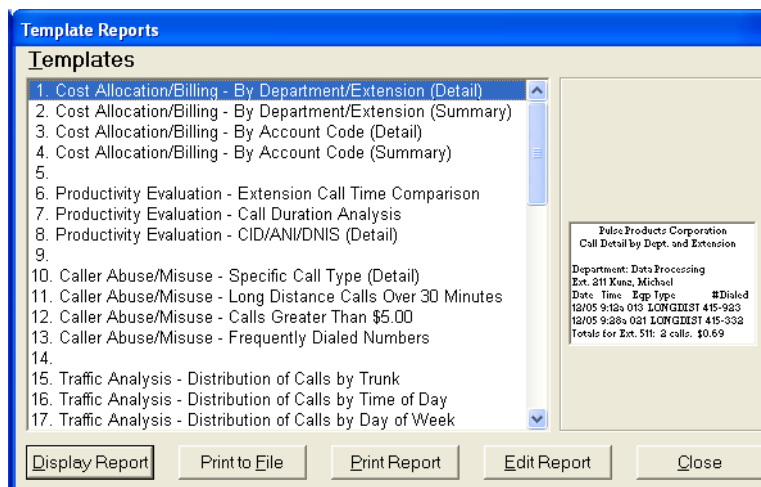
Click on “Reports” on the menu bar.

Click on “Template Reports” in the “Reports” menu.

Click on  
“Template  
Reports” in the  
“Reports” menu.



The template selection screen will appear.



## 6.2 Initiate Template Report

Use the following steps to initiate a template report.

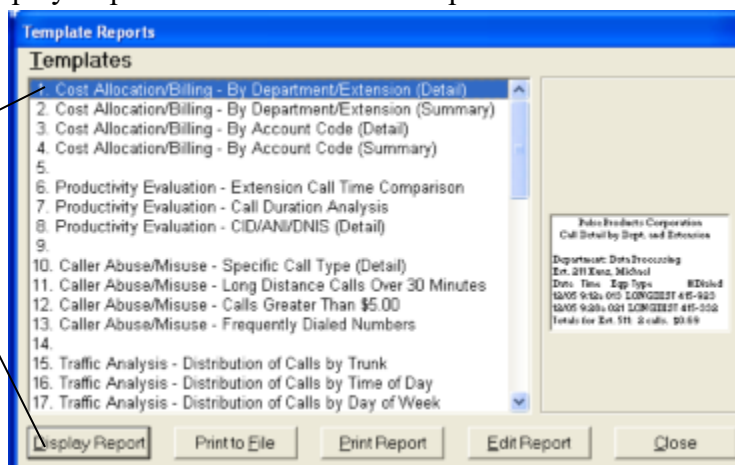
Refer to section 6-1 to access template selection screen.

In the templates list, click on the report to be viewed. For this example, click on “1. Cost Allocation/Billing - By Department/Extension (Detail)”. The selected report will be highlighted by a colored bar. Clicking “Print to File” will allow you to choose a file to send the report to. Clicking “Print Report” will allow you to print the report with your default printer.

Click the “Display Report” button to view the report.

In the  
Templates  
list, click on  
report 1.

Click on  
“Display  
Report.”



The report setup window will appear.

For the following, refer to the diagram at the bottom of this page.

To select a specific Department, click the down arrow of the drop-down list box titled “Department” and click on the desired department in the list.

To select a specific Extension, enter the extension in the combo box titled Extension. The drop-down list for this combo box doesn’t include a list of available extensions.

To change the start date, enter the date in the combo box labeled ‘From’ within the frame labeled ‘Date’.

To change the start time, enter the time in the text box next to the start date. A check in the box labeled ‘PM’ indicates p.m. time. No check in the box indicates a.m. time.

To change the ending date, enter the date in the combo box labeled ‘To’ within the frame labeled ‘Date’.

To change the ending time, enter the time in the text box next to the ending date. A check in the box labeled ‘PM’ indicates p.m. time. No check in the box indicates a.m. time.

Click one of the date buttons to enter the start and end time periods that the button label indicates. For example, clicking “Current Day” will enter the time period from 12:00 a.m. on the current date to 11:59 p.m. on the current date.

Click the department drop-down list to select a department.

Click one of the date buttons to enter that time period in the “From” and “To” boxes.

Enter the start and end times in these boxes. Check the “PM” box to indicate a pm time, or leave it unchecked to indicate an am time.

In this box, type the extension to be displayed in the report.

Enter the report start date in the “From” box, and the report end date in the “To” box.

After selecting the department and entering the extension and the start and end dates and times, click the “Continue” command button to initiate the report, or click the “Cancel” command button to return to the template selection screen.

Note: Different reports may have less or more selection prompts depending on which filters are set up in its report template.

After clicking “Continue” in the report setup window, a report will appear in html format.

Date	Time	Ckt.	Account	Type	# Dialed	St	Length	Cost
09/24	8:34a	000228		LOCAL	226-5000	WI	0:00:03	0.00
09/24	8:34a	000230		LOCAL	226-5000	WI	0:01:30	0.00
09/24	8:37a	000238		LOCAL	226-5000	WI	0:00:00	0.00
09/24	8:37a	000240		LOCAL	226-5000	WI	0:00:10	0.00
09/24	9:36a	000250		INCOMING		I	0:03:33	0.00
09/24	10:06a	000252		INCOMING		I	0:02:28	0.00
09/24	10:13a	000250		LONGDIST	515-423-254000489	IA	0:18:37	0.23
09/24	10:33a	000236		LONGDIST	507-437-666600489	MN	0:00:12	0.00
09/24	10:33a	000238		LONGDIST	507-437-666600489	MN	0:00:40	0.05
09/24	10:34a	000242		TOLLFREE	800-288-1656		0:03:08	0.00
09/24	10:46a	000252		INCOMING		I	0:01:55	0.00
09/24	10:52a	000250		INCOMING		I	0:01:50	0.00
09/24	11:13a	000240		LONGDIST	605-336-130000489	SD	0:01:30	0.06
09/24	11:15a	000248		LONGDIST	605-336-130000489	SD	0:03:31	0.08
09/24	11:24a	000218		LONGDIST	605-341-555500489	SD	0:02:09	0.07
09/24	11:52a	000236		LONGDIST	507-437-666600489	MN	0:01:00	0.05
09/24	11:55a	000246		LONGDIST	605-336-130000489	SD	0:02:48	0.07
09/24	1:41p	000246		LONGDIST	507-288-444400489	MN	0:01:16	0.06
Totals for ext. 218: 18 call(s), 0 hours, 46 min., \$0.67								

Return to the Template Reports window by closing the report. Click on a report name to highlight it, then click “Edit Report.”

**Report Template**

**Report Characteristics**

Title: Cost Allocation/Billing - By Department/Extension (Detail)

**Report Format**

- ☒ Detail
- ☐ Summary
- ☐ Call Count Graph
- ☐ Call Time Graph
- ☐ Frequently Dialed Numbers
- ☐ Audit Detail

**Options**

- ☐ Maintain running cost total
- ☒ Show department summary
- ☒ Page break between departments
- ☐ Page break between extensions
- ☐ Show departments with no calls
- ☐ Show extensions with no calls

**Costing**

- ☒ Adjust duration for answer time
- ☐ Re-calculate cost of calls

**Date/Time**

- ☒ Specify Date/Time

**Auto Report**

- ☒ None
- ☐ Daily
- ☐ Weekly
- ☐ Monthly

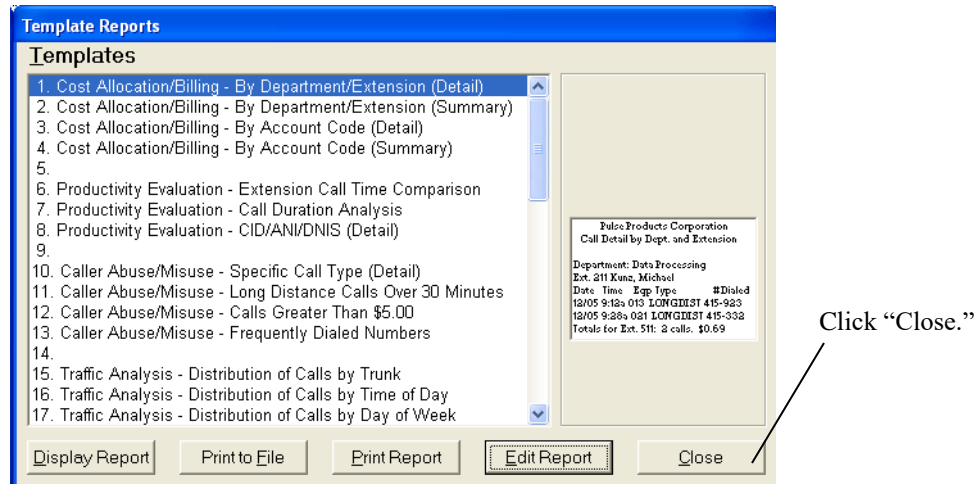
Default [F3] Restore [F4] Clear [F5] Cancel OK

Choose to print this report automatically monthly, weekly, daily, or have no automatic printing schedule.

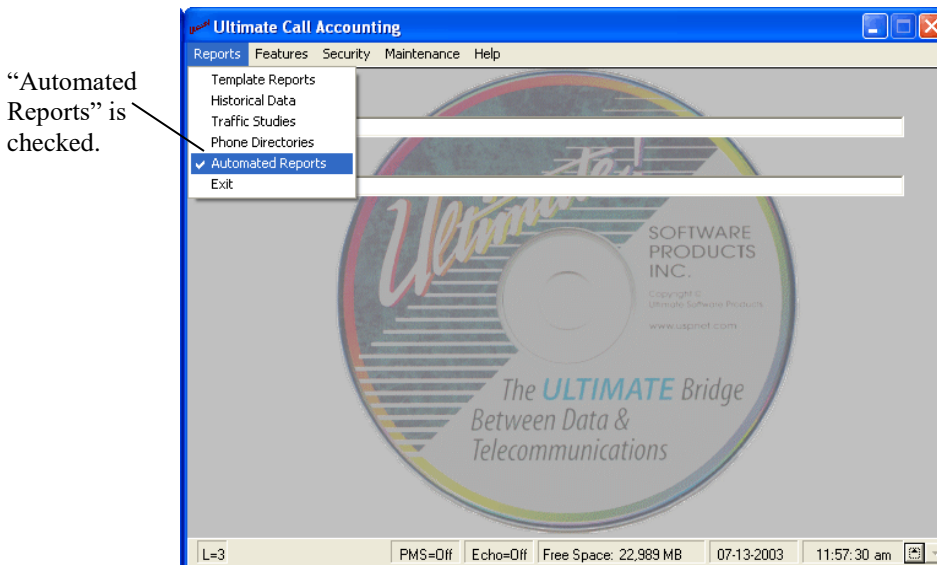
Look at the frame titled “Auto Report.” Here you may set the selected report to print automatically on a set schedule. You may choose to print the report daily, weekly, or monthly.

All reports are set by default to not produce automatic reports. To set a schedule for the automatic printing of this report, click on “Daily,” “Weekly,” or “Monthly.” The circle next to your choice will be darkened. Click “Ok.”

Return to the main Call Accounting window by clicking “Close” in the Template Reports window.



Open the “Reports” menu and look at the text “Automated Reports.”



“Automated Reports” will either have a check mark or no check mark next to it. If there is a check mark, then all reports set to produce an automatic report will produce their automatic reports on schedule. If “Automated Reports” is not checked, no automatic reports will be produced. Click on “Automated Reports” to check or un-check it.

## 7 Traffic Study Report

The traffic analysis report provided by *Ultimate!* Call Accounting can save a company money by showing there are excessive phone lines that aren't needed. This same analysis can lead to increased sales if it shows customers are getting "busy signals" because there aren't enough lines to handle all their calls.

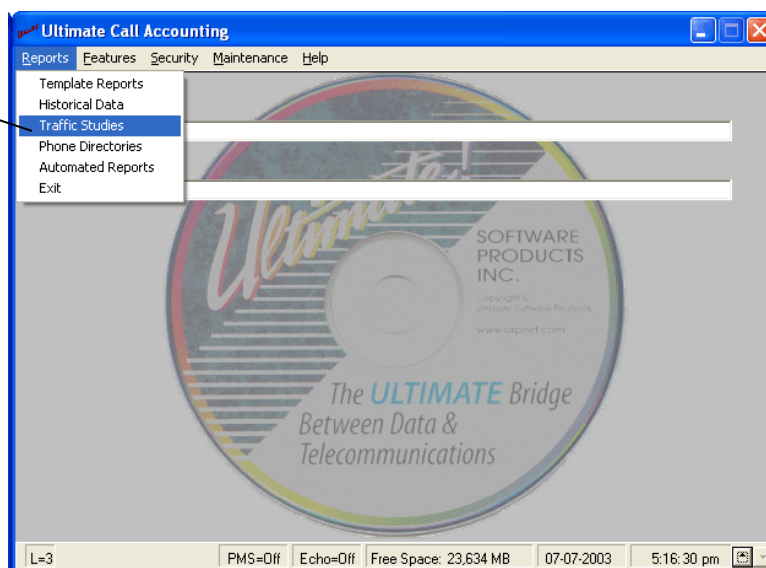
### 7.1 Initiate Traffic Study Report

To initiate a traffic study, use the following steps.

Make sure password level is at least set to level one (refer to chapter 5).

Click on "Traffic Studies" in the "Reports" menu.

Click "Traffic studies" in the "Reports" menu.



The Traffic Study form appears.

**Traffic Study**

Circuit Group:  
1. Intermediate Records

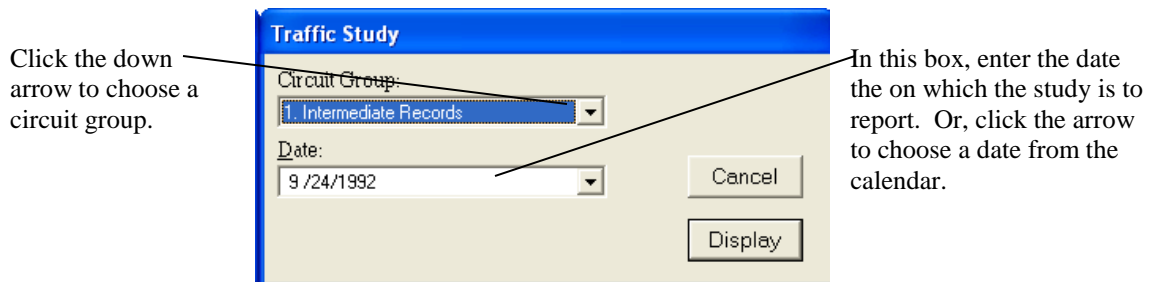
Date:  
9 /24/1992

Cancel

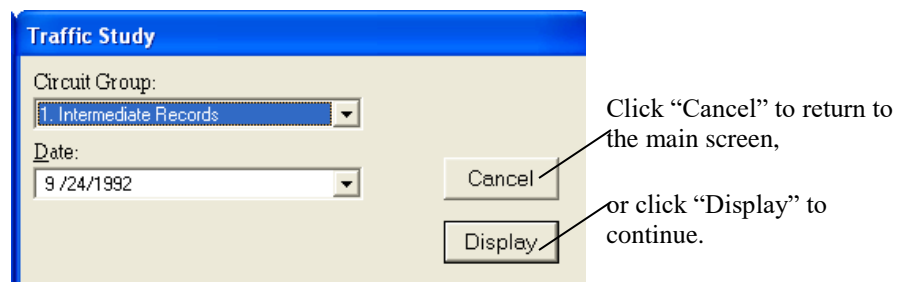
Display



To choose a circuit group, click the down arrow in the drop-down list box titled 'Circuit Group'. To change the date the study is to report on, enter the date in the combo box titled 'Date' or click the arrow to choose a date from the calendar.

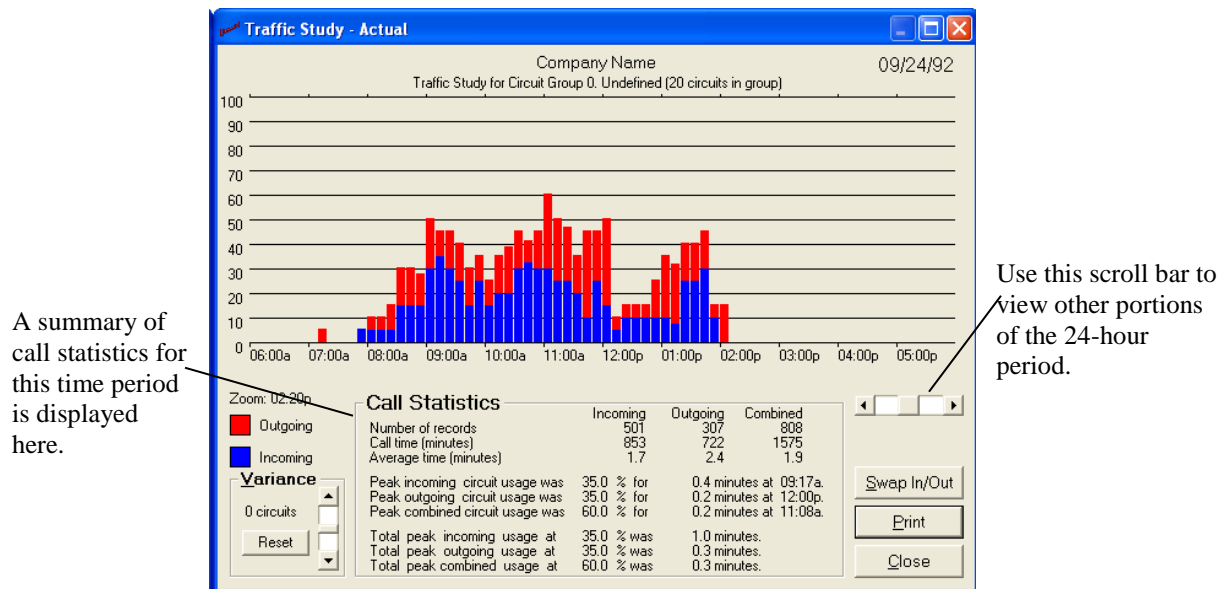


Click the "Display" button to continue (clicking "Cancel" will return you to the main screen).



## 7.2 View Traffic Study Report

After clicking “Display,” the report will be displayed.



Scroll the scroll bar in the lower right-hand side of the screen to view other portions of the 24-hour period.

A summary of call statistics is displayed in the “Call Statistics” frame.

The information contained in this report can be used to determine the correct number of telephone lines, determine the peaks and valleys of calling patterns - (incoming and outgoing), and identify periods of time when additional personnel may be needed using these suggested guidelines:

If Total Peak combined usage is at 100% for less than 1 minute, then reduce number of lines to save money.

If Total Peak combined usage is at 100% between 1 to 2 minutes, the maximum efficiency of lines has been reached.

If Total Peak combined usage is at 100% over 2 minutes, additional lines are needed to compensate for customer needs.

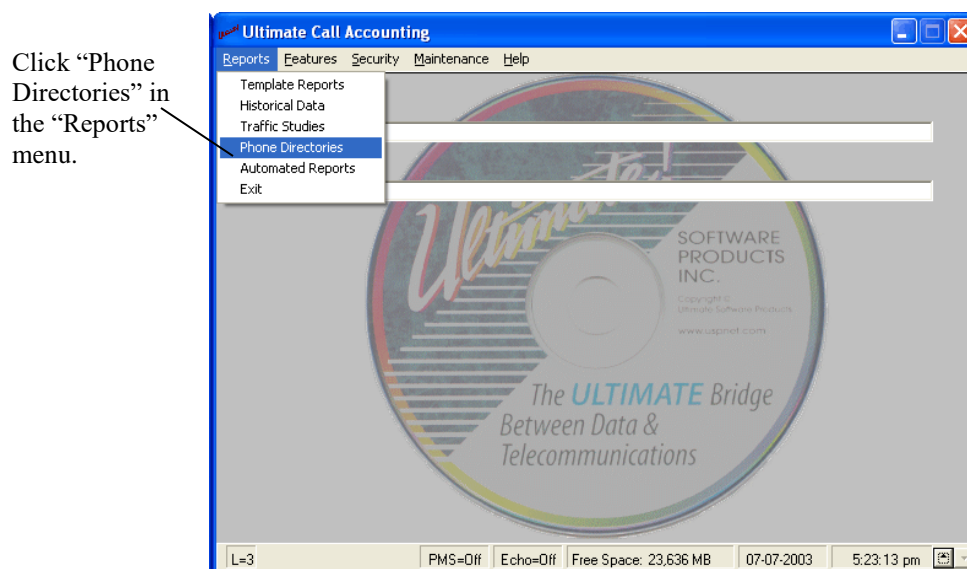
## 8 Phone Directory Report

The phone directory reports provided by *Ultimate!* Call Accounting can save a company time by printing company phone directories instead of having staff create these reports.

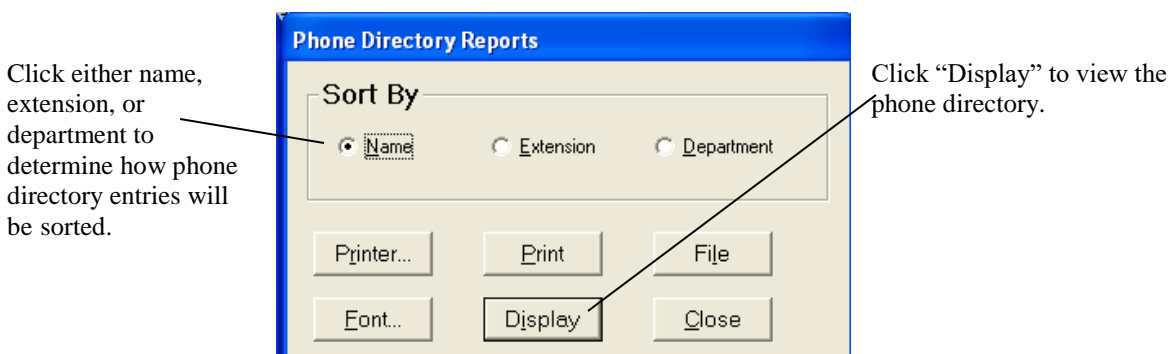
### 8.1 Initiate Phone Directory Report

To initiate a phone directory report use the following steps:  
Make sure password level is at least set to level one.

Click “Phone Directories” in the “Reports” menu.

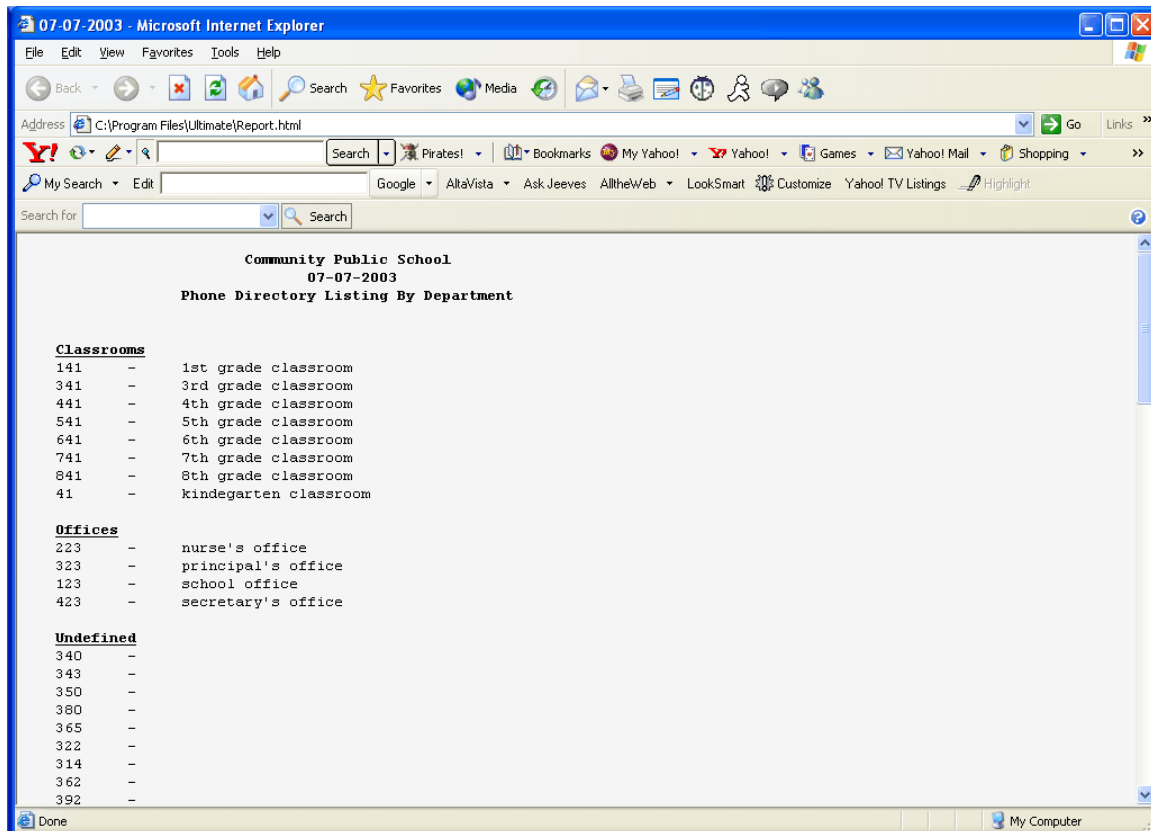


The Phone Directory Reports window opens.



In the “Sort By” frame, click either “Name,” “Extension,” or “Department” to determine how phone directory entries will be sorted.  
Then click “Display” to view the phone directory.

After clicking "Display," a new window will open in Internet Explorer with your directory displayed.



## 9 Customizable Reports

*Ultimate!* Call Accounting allows users to create customized reports. For help in creating non-standard reports, contact the local authorized dealer that installed the software.

The types of reports that can be created monitor these types of situations:

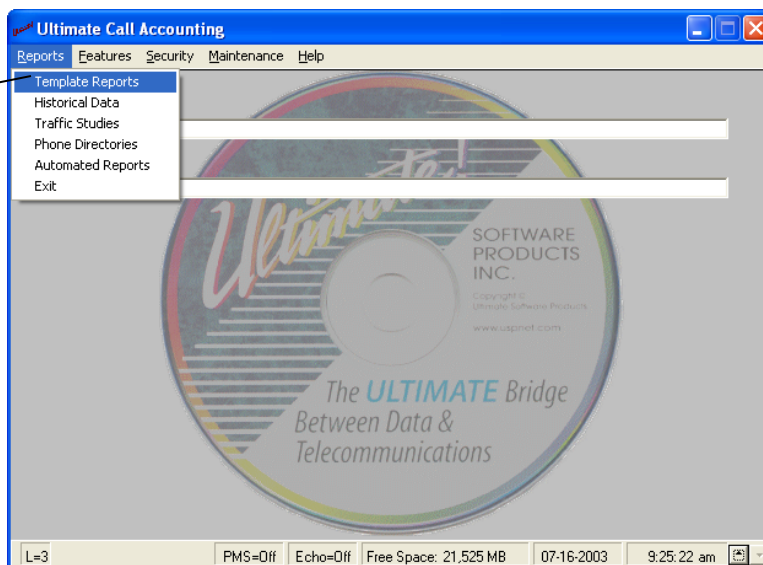
- Excessive calls to Directory Assistance
- Whether or not Operator Assistance was necessary.
- If employees are making lengthy telephone calls - alert them to wasted phone time.
- Extremely specific information to aid in management decisions.
- Identify frequently dialed numbers which could indicate unproductive calls.

### 9.1 Customize a Report

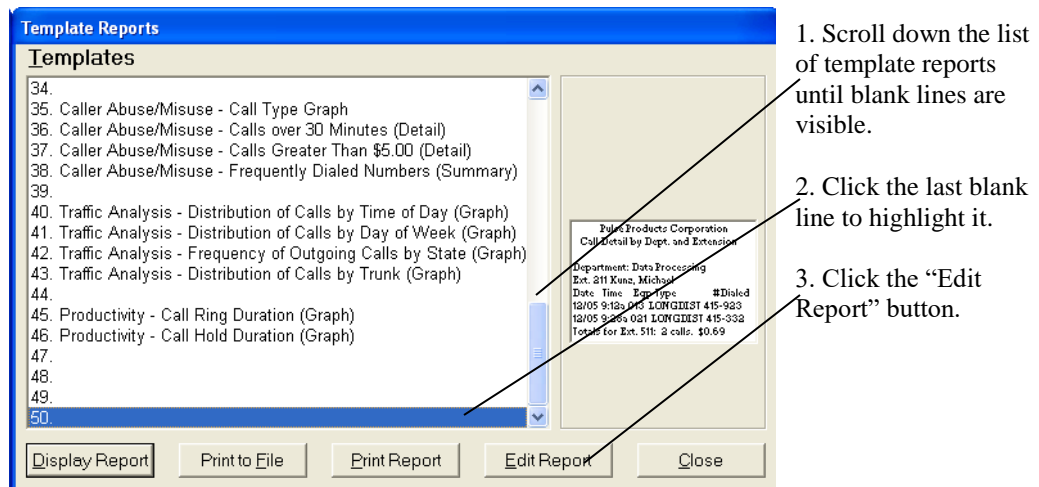
Use the following steps to create a report that will track calls made to radio stations. Make sure password level is set at least to level two.

Click on “Template Reports” in the “Reports” on the menu bar.

Click on  
“Template  
Reports” in the  
“Reports” menu  
bar.



The Templates Reports screen opens.

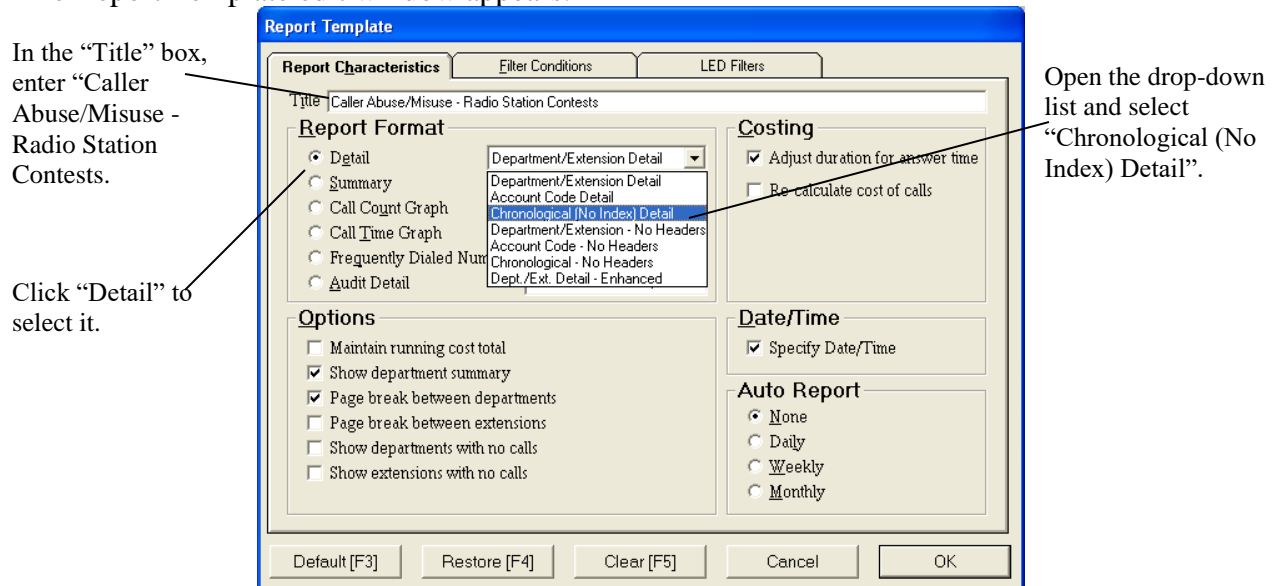


Click the down arrow of the scroll bar to the end of the template list.

Click the last blank line in the template list. The blank line will be highlighted by a colored bar.

Click the “Edit Report” command button.

The Report Template edit window appears.



In the box labeled “Title”, enter “Caller Abuse/Misuse – Radio Station Contests”.

In the frame titled “Report Format”, click on the option button labeled “Detail”.

Also in the frame titled “Report Format”, click the down arrow of the drop-down list box and click on the entry “Chronological (No Index) Detail”.

Click on tab labeled “Filter Conditions” to bring this tab to the foreground.

Click the tab labeled “Filter Conditions” to bring it to the foreground.

Report Template

Report Characteristics | **Filter Conditions** | LED Filters

Title: Caller Abuse/Misuse - Radio Station Contests

Department: (all departments) [v]  
Extension: (all extensions) [v]  
Port Number: (all ports) [v]  
Circuit Group: (all circuit groups) [v]  
Circuit Number: (all circuits) [v]  
Rate Band: (all rate bands) [v]  
Carrier: (all carriers) [v]  
Call Type: (all call types) [v]  
State/Province: (all states) [v]  
Account Code: (all account codes) [v]

**Number Dialed**  
Number Dialed: [v]  
Area Code: XXX [v]  
Exchange: 799 [v]

**Duration**  
☐ Specify Duration ☐ Prompt

**Cost**  
☐ Specify Cost ☐ Prompt

**Show Calls**  
☐ Internal ☐ Incoming ☒ Outgoing  
☒ Transferred ☒ Local ☐ Non-Local

Default [F3] Restore [F4] Clear [F5] Cancel OK

Change the “XXX” to “799” in the text box labeled “Exchange.”

Click the boxes labeled, “Internal,” “Incoming,” and “Non-Local” to uncheck them.

Click “Ok.”

In the frame titled “Number Dialed,” in the text box labeled “Exchange,” enter “799” in place of the “XXX”.

In frame titled “Show Calls” clear the following check boxes: Internal, Incoming, Non-Local. Click the “Ok” command button to return to the template selection screen

When this report is run, it will track local calls made to numbers beginning with 799 which are most commonly used for radio contests and request lines.

## 9.2 Filter Conditions

The flexibility of the reports in *Ultimate! Call Accounting* is one of the strong points of the software. The combinations of various filters to create specific reports are almost endless. Along with all this flexibility comes the ability to create reports that produce no data. This section lists and briefly describes each of the filter settings in hopes that it will help diagnose any problems that arise from creating a report template that does produce the desired effect.

### 9.2.1 Report Characteristics

#### Report Formats”

##### 1. Detail Reports

Detail reports display data as it was stored in the database according to the index that was selected. Department/Extension index displays records as grouped by departments and then sub grouped by the numerical extensions. Account Code index groups records together by the numerical account code. Chronological index displays records without any grouping.

2. No Header reports are reports without any headers and the data is put out in a fixed field length format, which can be imported to a number of database programs for manipulation.

3. Department/Extension Enhanced report is essentially a department extension detail report with the addition of displaying account code names instead of the account code numbers in the report.

##### 4. Summary Reports

Summary reports do not display detail, they just display totals for number of calls and call time and average number of calls and call times. These reports can also be indexed by department/extension, account code or chronological.

A Traffic Summary report is a text-based version of the traffic study that can report on more than one day at a time.

##### 5. Call Count Graph Reports and Call Time Graph Reports

These reports are bar graph reports that measure call count or call time against any of the following items:

Account Code	Circuit Number	Extension
Area Code	Cost	Port Number
Call Type	Day of Week	Rate Band
Carrier	Department	State/Province
Circuit Group	Duration	Time of Day



6. **Frequently Dialed Numbers Reports**  
Frequently Dialed Numbers reports will display the most commonly dialed numbers in a given amount of time. This report will also work with caller-ID numbers or DNIS numbers.
7. **Audit Detail Reports**  
Audit reports are reserved mostly for hotel applications. They are detail reports that once completed will give the option to clear records. When this report is run again the previous call data will not be included in the report.

### Options

The following options may be turned on or off, and most of them control the look of the report. Not all options are available for all reports.

Maintain Running Cost Total	Page Break Between Extensions
Clear Records at End of Report	Show Account Codes with No Calls
Show Department Summary	Show Departments with No Calls
Page Break Between Account Codes	Show Extensions with No Calls
Page Break Between Departments	Use Tabs Export Format

### Costing

The next two options affect how a call is costed.

#### Adjust Duration for Answer Time

This option will subtract the Pseudo Answer Time from the duration of outbound call records. The Pseudo Answer Time is set in the rate band.

#### Recalculate Cost of Calls

In each rate band there is a setting for standard and alternate rates, using this option the cost of calls can be recalculated. This setting will not change the actual cost of the call in the database. There is also an ability to apply a fixed cost per minute for all calls.

#### Date/Time

When active, this option prompts for beginning and ending date and time. When not active, the report uses all records contained in the database regardless of date and time.

### 9.2.2 Filter Conditions

The following filters have the option to use all items of the filter, prompt for a specific item at run time, or select a specific item via drop down list or by entering it into the combo text box.

Department	Rate Band
Extension	Carrier
Port	Call Type
Circuit Group	State/Province
Circuit Number	Account Code

### Number Dialed

The number dialed item can be used to isolate a specific number dialed. when entering the number in to the combo text box, include all dialed pick-codes. This information can also be prompted for at run time.

Area Code and Exchange can also be used to isolate groups of numbers. The default for these two items is XXX to display all. This information can also be prompted for at run time.

### Duration and Cost

These two fields can be used to isolate long or costly calls. Check the appropriate box and enter the minimum and maximum values. This information can also be prompted for at run time.

### Show Calls

Internal – By itself this option will display only internal traffic. Note: Not all phone systems support Internal call records.

Incoming – By itself this option will display only incoming traffic.

Outgoing – By itself this option will not work unless local or non-local option is selected.

Transferred – This option works in conjunction with internal, incoming, or outgoing options. Certain phone systems have the ability to produce multiple records for transferred records. Turning off this option will hide those records.

Local – Used with the outgoing option will report on records costed as local.

Non-Local – Used with the outgoing option will report on records not costed as local.

## 9.2.3 LED Filters

The following filters are only for use when *Ultimate!* Call Accounting is working in mode 2 or 3. These filters will further isolate the different button states of intermediate call records.

Blink	I-Ring
Busy	Ring
I-Use	Hold
On	I-Hold
Recall	X-Hold

## 10 Account Codes

Businesses may require account codes for a variety of reasons. They may use account codes for billing, tracking, or line restriction applications. *Ultimate!* Call Accounting has the ability to automatically track 2000 account codes for reports. To match names to these account codes, a database of account codes and associated names must be maintained.

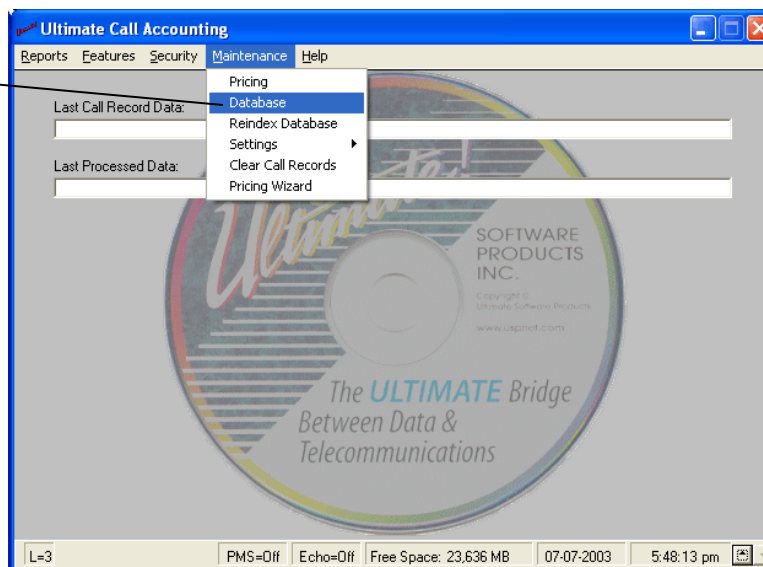
### 10.1 Database Screen

Use the following steps to access the account code database

Make sure password level is at least set to level two.

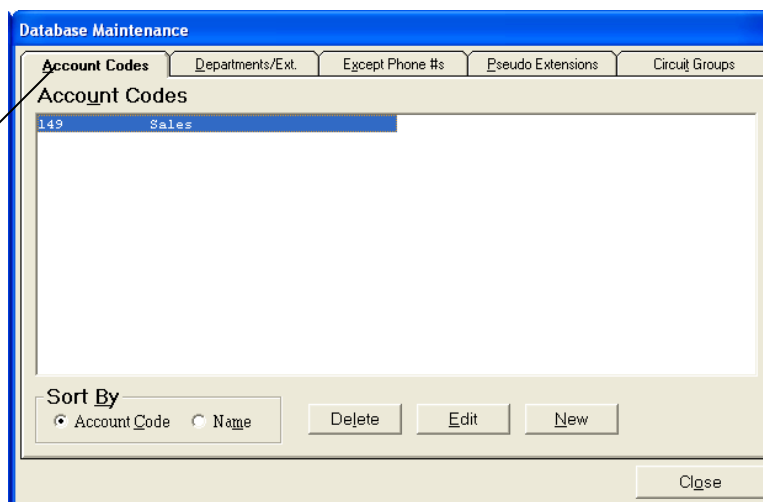
Click on “Database” in the “Maintenance” menu.

Click on  
“Database” in the  
“Maintenance”  
menu.



The Database Maintenance window opens with the “Account Codes” tab appearing in the foreground. If “Account Codes” is not in the foreground, click the “Account Codes” tab.

If “Account Codes” is not in the foreground, click the “Account Codes” tab.



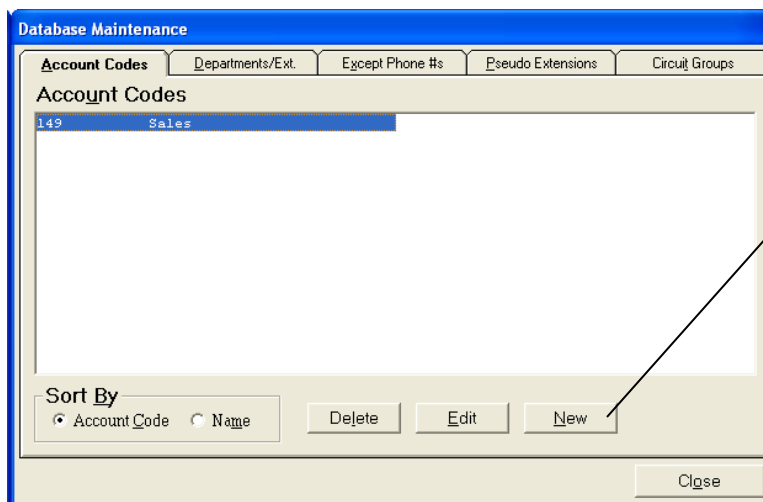
The screenshot shows the 'Database Maintenance' window with the 'Account Codes' tab selected. The window has a title bar and several tabs: 'Account Codes', 'Departments/Ext.', 'Except Phone #s', 'Pseudo Extensions', and 'Circuit Groups'. The 'Account Codes' tab is active, displaying a list with one entry: '149 Sales'. Below the list, there is a 'Sort By' section with two radio buttons: 'Account Code' (selected) and 'Name'. To the right of the sort section are three buttons: 'Delete', 'Edit', and 'New'. At the bottom right of the window is a 'Close' button.

Note: To close this form and return to the main screen, click the “Close” command button.

## 10.2 Add Account Code

Use the following steps to add new entries to the account code database:

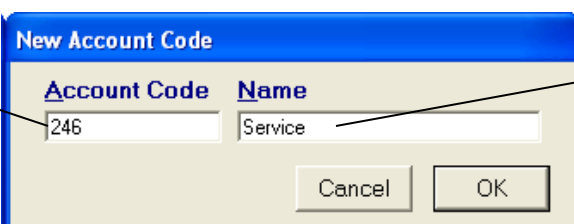
In the database maintenance window, click the “New” command button.



This screenshot is identical to the previous one, showing the 'Database Maintenance' window with the 'Account Codes' tab selected. The 'New' button in the bottom right area of the window is highlighted with a black arrow pointing to it from the right side of the image.

Click the “New” command button.

You are asked to enter a new account code.



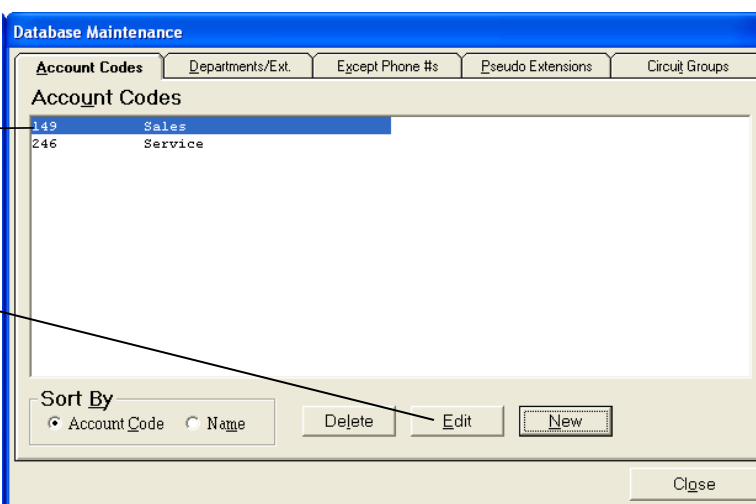
The "New Account Code" dialog box has a blue title bar. It contains two text input fields: "Account Code" with the value "246" and "Name" with the value "Service". Below the fields are "Cancel" and "OK" buttons. Two callout lines point to the fields: one from the text "Enter the new account code here." to the "Account Code" field, and another from the text "Enter here the name associated with the new account code." to the "Name" field.

Enter the Account Code number in text box labeled "Account Code."  
Enter the associated name in text box labeled "Name."

Click the "Ok" button to save this entry, or click the "Cancel" button to discard this entry.

### 10.3 Edit Account Code

Use the following steps to edit an entry in the account code database.  
Open the database maintenance window as described in section 10.1.

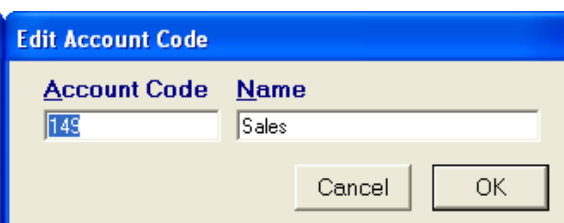


The "Database Maintenance" window has a blue title bar and several tabs: "Account Codes", "Departments/Ext.", "Except Phone #s", "Pseudo Extensions", and "Circuit Groups". The "Account Codes" tab is active, showing a list of account codes. The first entry, "149 Sales", is highlighted with a blue bar. Below the list are "Sort By" options (radio buttons for "Account Code" and "Name"), and "Delete", "Edit", and "New" buttons. A "Close" button is at the bottom right. Two callout lines point to the window: one from the text "Click an account code entry to select it." to the highlighted entry, and another from the text "Click the 'Edit' command button." to the "Edit" button.

Click one of the account code entries to select it. When an entry is selected, it will be highlighted by a colored bar.

Click the "Edit" command button.

The Edit Account Code window opens.



The "Edit Account Code" dialog box has a blue title bar. It contains two text input fields: "Account Code" with the value "149" and "Name" with the value "Sales". Below the fields are "Cancel" and "OK" buttons.

Enter changes to the account code number in the text box labeled "Account Code."

Enter changes to the associated name in the text box labeled "Name."

Click the "Ok" button to save this entry, or click the "Cancel" button to discard this entry.

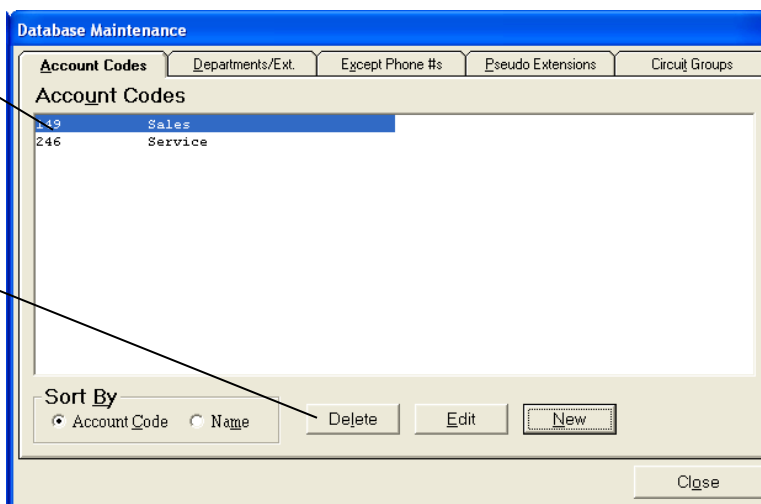
## 10.4 Delete Account Code

Use the following steps to delete an entry in the account code database.

Open the database maintenance window as described in section 10.1.

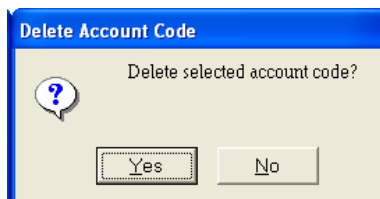
Select the entry to be deleted by clicking on it.

Click the “Delete” button.



Click on the entry to be deleted. It will be highlighted by a colored bar.  
Click the “Delete” command button.

You are asked if you would like to delete the selected account code.



Click the “Yes” command button to delete this entry, or click the “No” command button to cancel deletion.

## 11 Departments/Extensions

Calls are tracked by telephone calls received or placed from specific extensions. *Ultimate* Call Accounting has the ability to track up to 4000 extensions for reports. These extensions can be grouped together in up to 255 departments, and each extension can be associated with a name.

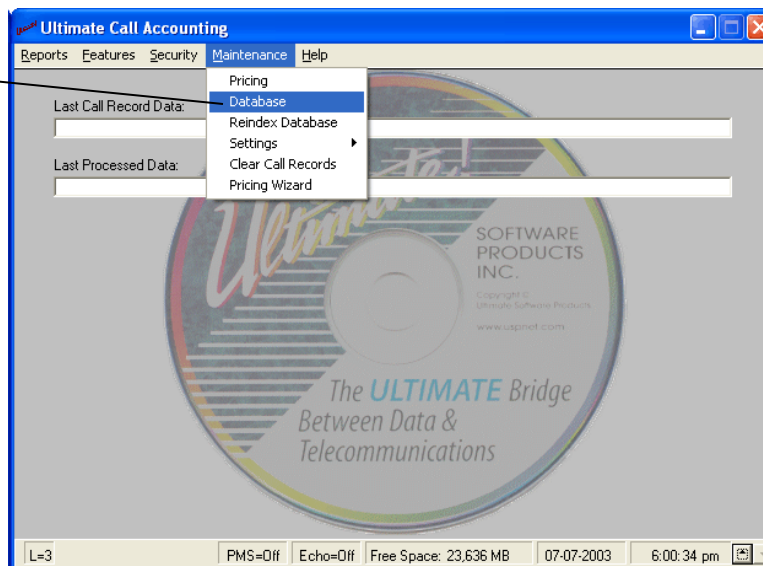
### 11.1 Departments/Ext. Screen

Use the following steps to access the Department and Extension database:

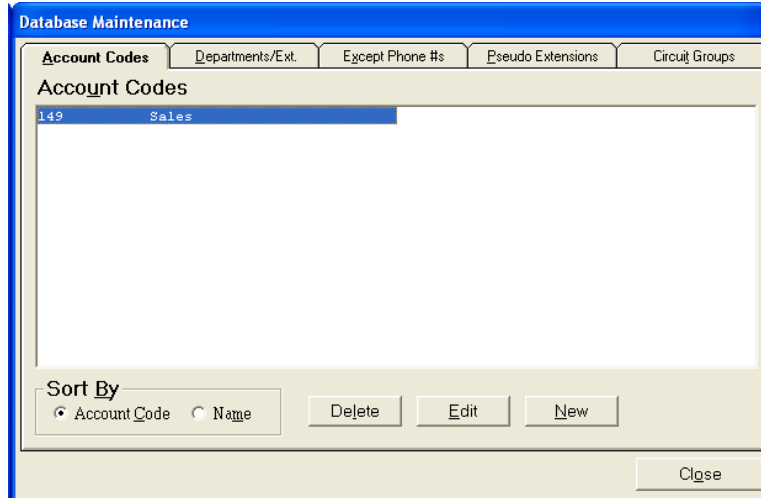
Make sure password level is at least set to level two.

Click on “Database” in the “Maintenance” menu.

Click on  
“Database” in the  
“Maintenance”  
menu.

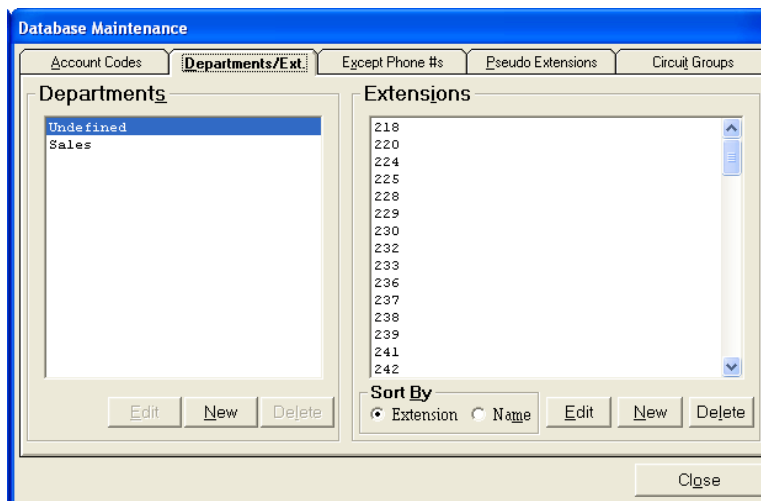


The Database Maintenance window appears with the “Account Codes” tab appearing in the foreground.



Click on the “Departments/Ext.” tab to bring the Departments/Ext. tab to the foreground.

Click the  
“Departments/Ext.”  
tab to bring it to  
the foreground.



## 11.2 Undefined Department

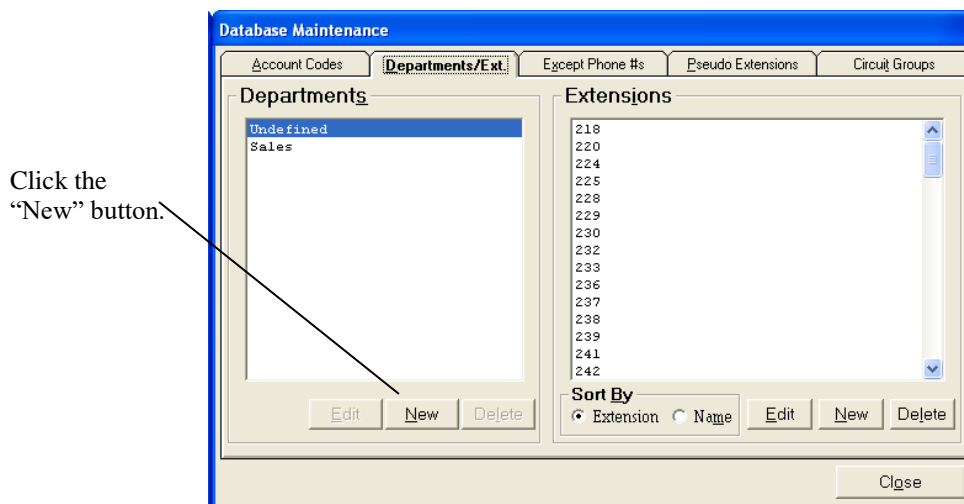
The first department in the department list is titled “Undefined.” This department cannot be modified or deleted. Each time a call record comes through, it tries to match up an extension to one in the defined departments’ list. If there is no match, the extension is placed in the Undefined Department until it is moved or deleted.



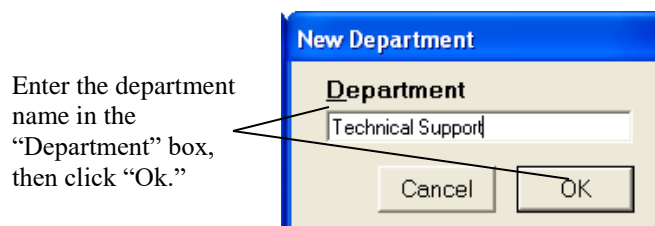
## 11.3 Add Department

Use the following steps to add a new entry to the Department database:

Click the “New” command button under the Departments list.



You are asked to enter a new department.



Enter the department name in text box labeled “Department.”

Click the “Ok” button to save this entry or click the “Cancel” button to discard this entry.

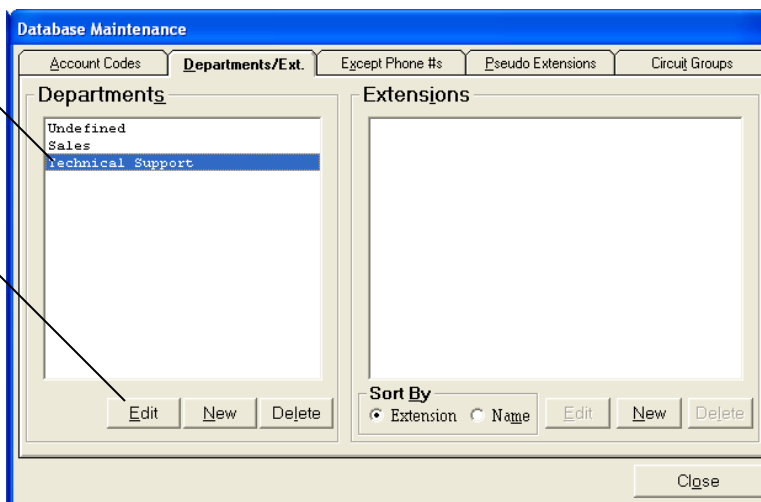
## 11.4 Edit Department

Use the following steps to edit an entry in the Department database:

In the Departments list, click on the entry to be edited. It will be highlighted by a colored bar.

Click on the entry to be edited.

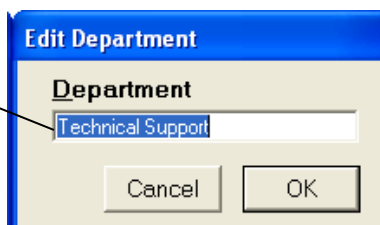
Click the “Edit” button.



Click the “Edit” command button.

The Edit Department screen appears.

Enter changes to the department name in the text box labeled “Department.”



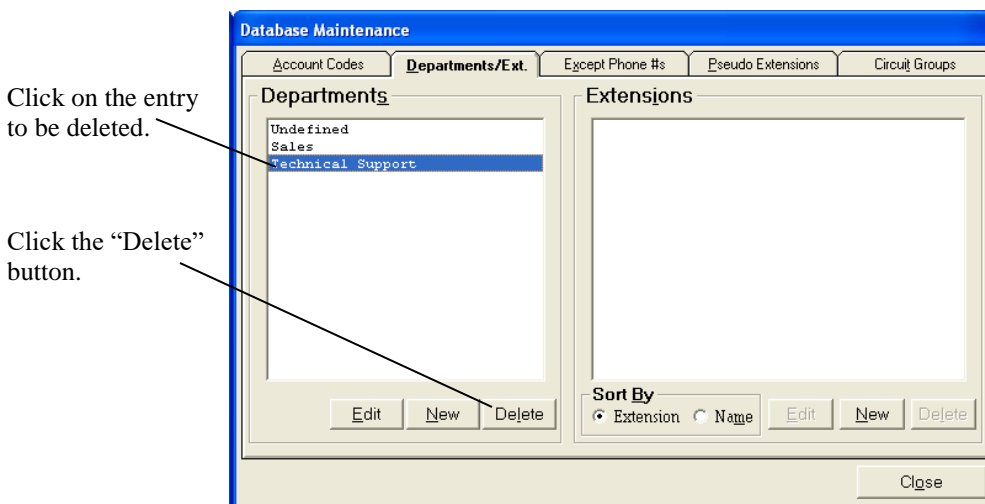
Enter changes to the department name in the text box labeled “Department.”

Click the “Ok” button to save this entry, or click the “Cancel” button to discard this change.

## 11.5 Delete Department

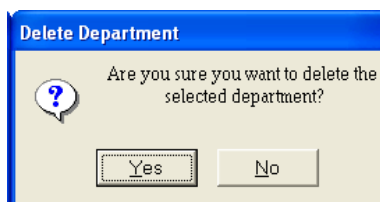
Use the following steps to delete an entry in the department database:

In the Departments list, click on the entry to be deleted. It will be highlighted by a colored bar.



Click the “Delete” command button.

You are asked if you are sure you want to delete the selected department.



Click the “Yes” command button to delete this entry or click the “No” command button to cancel deletion.

## 11.6 Add Extension

Use the following steps to add a new entry to the Extension database:

In the Departments list, click the department to which the extension will be added.

Click the department in which extensions will be added.

The screenshot shows the 'Database Maintenance' window with the 'Departments/Ext.' tab selected. The 'Departments' list on the left contains 'Undefined', 'Classrooms' (selected), and 'Offices'. The 'Extensions' list on the right is empty. At the bottom of the 'Extensions' frame, there are buttons for 'Edit', 'New' (highlighted), and 'Delete'. A 'Sort By' section shows 'Extension' selected. A 'Close' button is at the bottom right of the window.

Click the "New" button.

Click the "New" command button within the "Extensions" frame.

You are asked to enter a new extension and name.

Enter extension number in the box labeled "Extension."

The 'New Extension' dialog box has two text boxes: 'Extension' with the value '141' and 'Name' with the value '1st Grade Classroom'. At the bottom are 'Cancel' and 'OK' buttons. The 'OK' button is highlighted.

Enter the name associated with the extension in the box labeled "Name."

Enter the extension number in the box labeled "Extension."

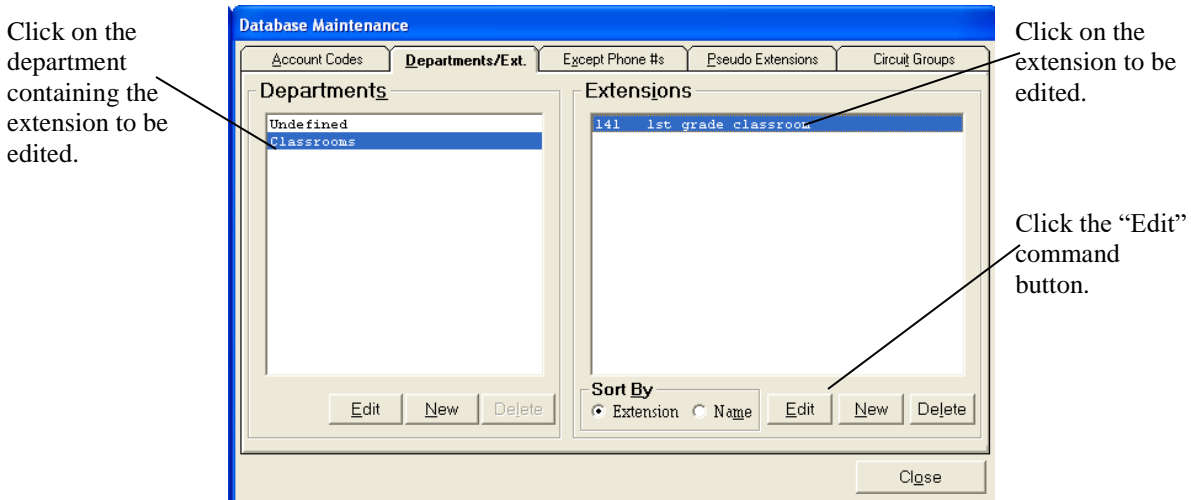
Enter associated name in text box labeled "Name."

Click the "Ok" button to save this entry or click the "Cancel" button to discard this entry.

## 11.7 Edit Extension

Use the following steps to edit an entry in the Extension database:

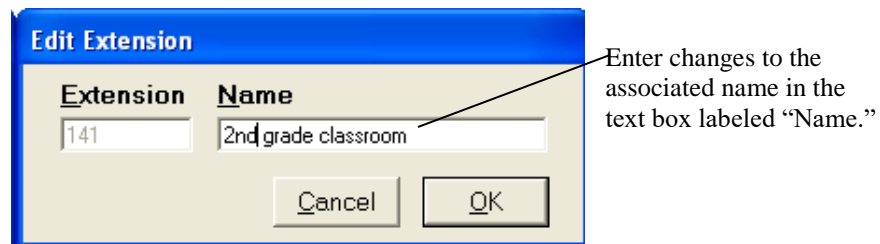
In the Departments list, click on the department in which the extension to be edited is contained. The department will be highlighted by a colored bar.



In the Extensions list, click on the extension entry to be edited. The extension entry will be highlighted by a colored bar.

Click the "Edit" command button under the Extensions list.

You are asked to edit the extension.



Enter changes to the associated name in the text box labeled "Name."

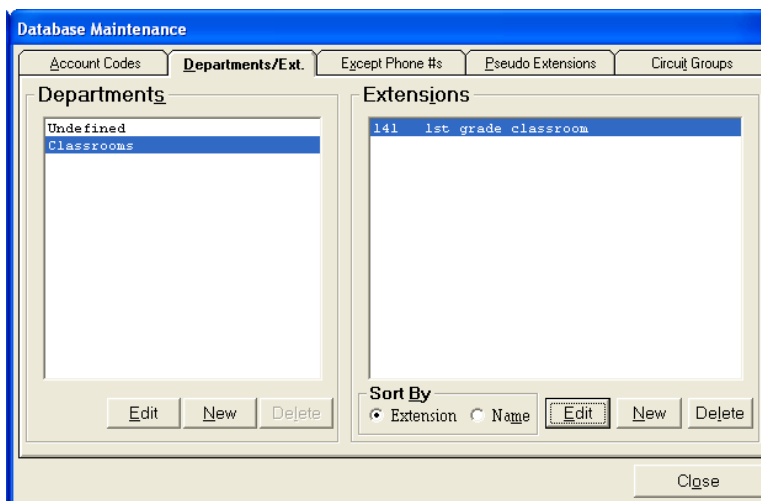
Click the "Ok" button to save this entry or click the "Cancel" button to discard this entry.

Note: The Extension number cannot be edited. To change an extension number, first delete the extension entry, then add a new extension entry.

## 11.8 Delete Extension

Use the following steps to delete an entry to the Extension database:

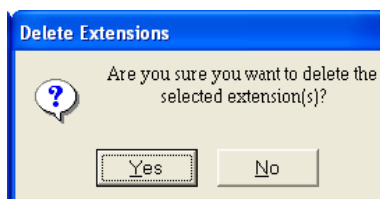
In the Departments list, click on the department in which the extension entry to be deleted is contained. The department will be highlighted by a colored bar.



In the Extensions list, click on the extension entry to be deleted. The extension entry will be highlighted by a colored bar.

Click the “Delete” command button under the Extensions list.

You are asked if you are sure you want to delete the selected extension(s).

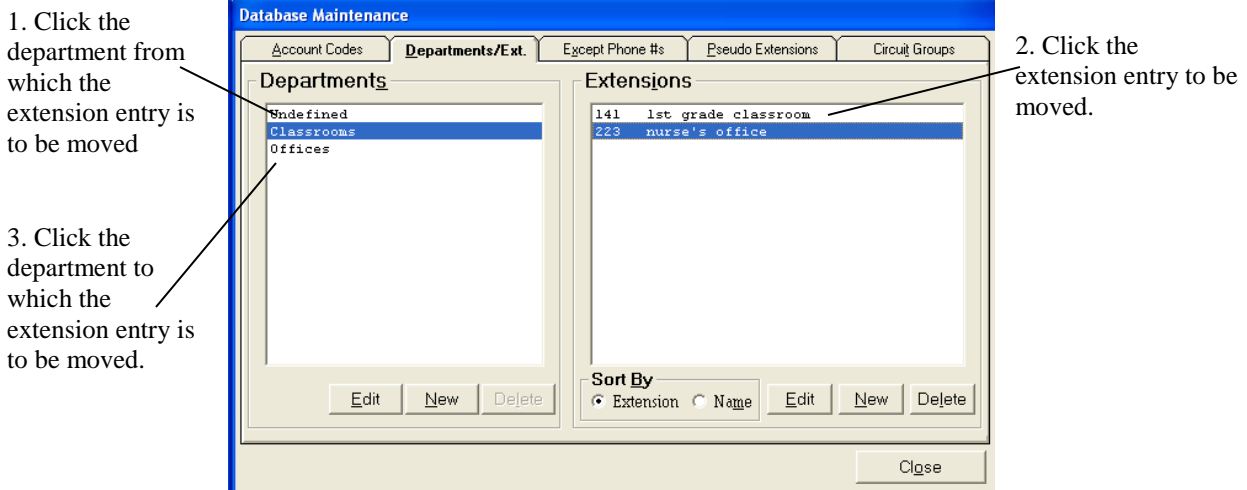


Click the “Yes” command button to delete this entry or click the “No” command button to cancel deletion.

## 11.9 Move Extension(s)

Use the following steps to move an extension entry or entries from one department to another.

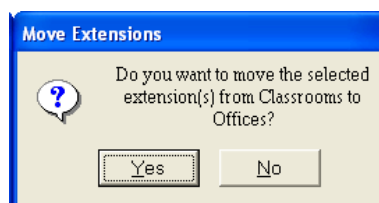
In the Departments list, click on the department from which the extension entry or entries are to be moved. The department will be highlighted by a colored bar.



In the Extensions list, click on the extension entry or entries to be moved. The extension entry or entries will be highlighted by a colored bar.

In the Departments list, click on the department to which the extension entry or entries are to be moved.

You are asked if you want to move the selected extension(s) from the department it is currently in to the new department.



Click the "Yes" command button to move the selected entries to the indicated department, or click the "No" command button to cancel the move.

## 12 Circuit Groups

Calls are tracked through the telephone system via circuit members (line numbers or button numbers). *Ultimate* Call Accounting has the ability to track up to 2000 circuit members for reports. These circuit members can be grouped together in up to 200 circuit groups. To correctly cost calls and to use traffic study reports, circuit members will need to be grouped together correctly.

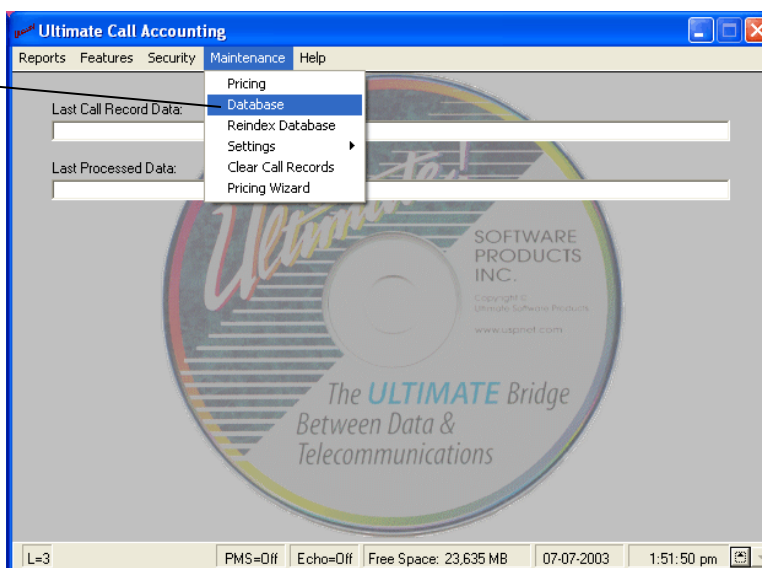
### 12.1 Circuit Groups Screen

Use the following steps to access the Circuit Group database:

Make sure password level is at least set to level two.

Click on “Database” in the “Maintenance” menu.

Click on  
“Database” in the  
“Maintenance”  
menu.





A form similar to Figure 12-1 should appear with the “Account Codes” tab appearing in the foreground.

Click on the “Circuit Groups” tab to bring it to the foreground.

Click on the “Circuit Groups” tab to bring it to the foreground.

Note: To close this form and return to the main screen, click the “Close” command button.

## 12.2 Undefined Circuit Group

Circuit Group zero is titled “Undefined.” Each time a call record comes through, it tries to match its circuit number to one in the defined circuit groups list. If there is no match, the circuit is placed in the “Undefined” circuit group until it is moved or deleted. Circuits in this group should be reassigned, since call records linked with these circuits are not costed.

## 12.3 Add Circuit Member

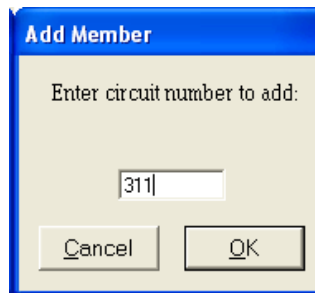
In the “Circuit Groups” list, click on the desired circuit group. It will be highlighted by a colored bar.

Click the “New Member” command button.

Click on a circuit group to select it.

Click the “New Member” command button.

You are asked to enter a circuit number to add.

A small dialog box titled "Add Member" with a blue header. It contains a text input field with the value "311" and two buttons at the bottom: "Cancel" and "OK".

Enter circuit number to add:

311

Cancel OK

Enter the member circuit number in the text box.

Click the "Ok" command button to save this entry or click the "Cancel" command button to discard this entry.

## 12.4 Delete Circuit Member

Use the following steps to delete an entry in the Circuit database:

In the Circuit Groups list, click on the circuit group in which the circuit member(s) to be deleted is contained. The circuit group will be highlighted by a colored bar.

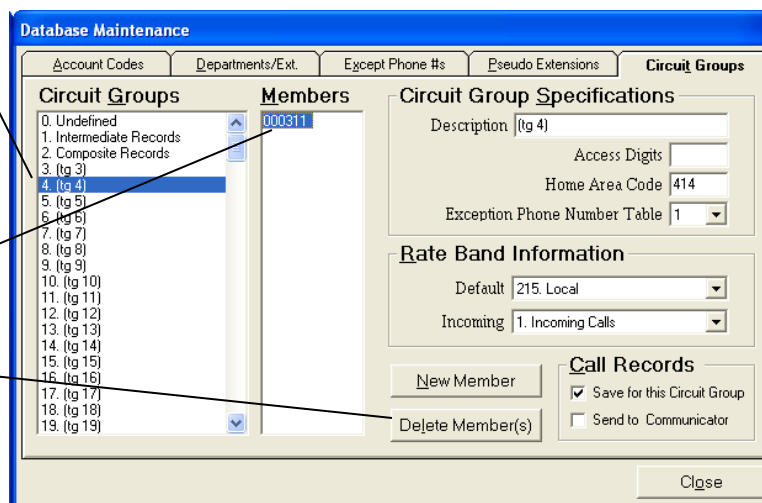
In the Members list, click on the circuit member(s) to be deleted. The circuit member(s) will be highlighted by a colored bar.

Click the "Delete Member(s)" command button.

Click on the circuit group containing the circuit member to be deleted.

Click the member to be deleted.

Click the "Delete Member(s)" command button.

A screenshot of the "Database Maintenance" window with the "Circuit Groups" tab selected. The "Circuit Groups" list on the left has item "4. (tg 4)" selected. The "Members" list in the center has item "000311" selected. The right pane shows "Circuit Group Specifications" for the selected group, including fields for Description, Access Digits, Home Area Code, and Exception Phone Number Table. Below this is "Rate Band Information" with Default and Incoming dropdowns. At the bottom are buttons for "New Member", "Delete Member(s)", and "Call Records" (with checkboxes for "Save for this Circuit Group" and "Send to Communicator"). A "Close" button is at the very bottom right.

Database Maintenance

Account Codes Departments/Ext. Except Phone #s Pseudo Extensions **Circuit Groups**

**Circuit Groups**

0. Undefined
1. Intermediate Records
2. Composite Records
3. (tg 3)
<b>4. (tg 4)</b>
5. (tg 5)
6. (tg 6)
7. (tg 7)
8. (tg 8)
9. (tg 9)
10. (tg 10)
11. (tg 11)
12. (tg 12)
13. (tg 13)
14. (tg 14)
15. (tg 15)
16. (tg 16)
17. (tg 17)
18. (tg 18)
19. (tg 19)

**Members**

000311
--------

**Circuit Group Specifications**

Description (tg 4)

Access Digits

Home Area Code 414

Exception Phone Number Table 1

**Rate Band Information**

Default 215. Local

Incoming 1. Incoming Calls

New Member

Delete Member(s)

**Call Records**

☒ Save for this Circuit Group

☐ Send to Communicator

Close

Click the "Yes" command button to delete the circuit member(s) or click the "No" command button to cancel deletion.

## 12.5 Move Circuit Member(s)

Use the following steps to move a circuit member or members from one circuit group to another:

In the “Circuit Groups” list, click on the Circuit Group from which the circuit member or members are to be moved. The Circuit Group will be highlighted by a colored bar.

In the “Members” list, click on the circuit member or members to be moved. The circuit member or members will be highlighted by a colored bar.

In the “Circuit Groups” list, click on the Circuit Group to which the circuit member or members are to be moved.

1. Click on the circuit group containing the member to be moved.
2. Click on the member to be moved.
3. Click on the circuit group to which the member is to be moved.

You are asked if you want to move the selected members from the first circuit you clicked to the second circuit you clicked.

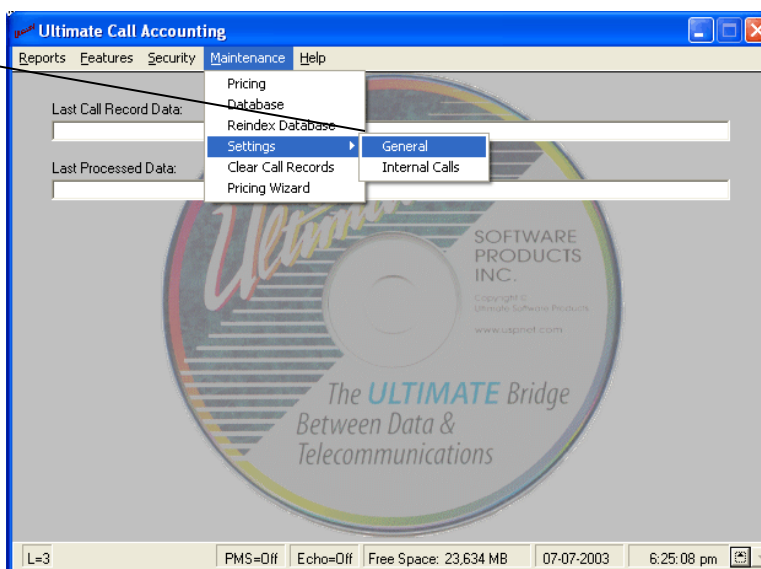
Click the “Yes” command button to move the selected circuit member or members to the indicated Circuit Group, or click the “No” command button to cancel the move.

## 13 Advanced Settings

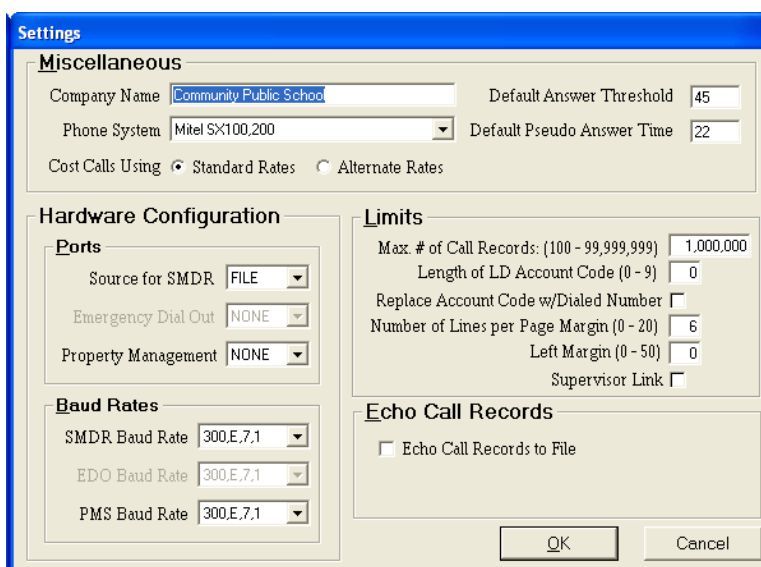
The technician that installed *Ultimate!* Call Accounting should fill out the Settings. Changing any of these settings could adversely affect the running of *Ultimate!* Call Accounting or result in the loss of data. It would be advisable to consult the installing dealer before making any changes, to avoid complications in the functionality of the program. However, in case changes should need to be made, this chapter will briefly explain general settings.

Hover the cursor over “Settings” in the “Maintenance” menu, then click on “General.”

Click on  
“General” in the  
“Settings” sub-  
menu of the  
“Maintenance”  
menu.



The “Miscellaneous Settings” window opens.



## 13.1 Miscellaneous Settings

### Company Name

Text that is typed in here will appear on the header of each report.

### Phone System Type

The phone system selected must match the phone system that is supplying the raw SMDR to *Ultimate! Call Accounting*. If this setting is not correct, the raw SMDR will not be processed or saved.

### Costing

*Ultimate! Call Accounting* has the ability to hold two sets of rates; standard rates and alternate rates. Whichever one is selected will be used to cost the calls as they are collected. Changing this setting will not affect call records already collected.

## 13.2 Hardware Configuration Settings

### Ports

Valid port settings are COM1:, COM2:, COM3:, COM4:, FILE, NONE.

#### Source for SMDR

This setting tells *Ultimate! Call Accounting* which port is collecting SMDR data from the telephone system.

#### PMS

This setting tells *Ultimate! Call Accounting* which port is being used to send information to the property management system.

### Baud Rates

Baud rates consist of bits per second, parity, number of data bits, and number of stop bits.

#### SMDR

This setting tells *Ultimate! Call Accounting* how to receive the information being sent to it by the phone system.

#### PMS

This setting tells *Ultimate! Call Accounting* how information should be sent to the property management system.

## 13.3 Limits Settings

### Maximum number of call records

This setting is the number of call records total that will be collected. Once the total number of records is reached the new records will overwrite the oldest records in the file so no maintenance is required. If at any time this number is changed from the original setting all call record data will be erased in order to change the file size.

### Length of Account Code

This setting will strip off the entered number of digits off of long distance numbers and put this into the account code field. These codes are commonly referred to as forced account codes. These codes will take precedence over account codes or authorization codes recorded in the same call.

**Replace account code with number dialed**

This setting will take the number dialed and place it in the account code field. This feature was designed so names could be associated with these account codes which are really clients phone numbers. These codes will take precedence over account codes or authorization codes recorded in the same call.

**Page margin**

This setting will tell windows how many blank lines to print at the top of each page.

**Line margin**

This setting will tell windows how many blank columns to print on the left side of each page.

**13.4 Echo Call Records Settings**

These settings are reserved for the use of detecting problems in call data and should not be in use for extended periods of time.

**Echo call records**

This setting will echo raw call records to the selected file name.

**Echo Cost**

This setting will echo the processed line along with the raw call record.

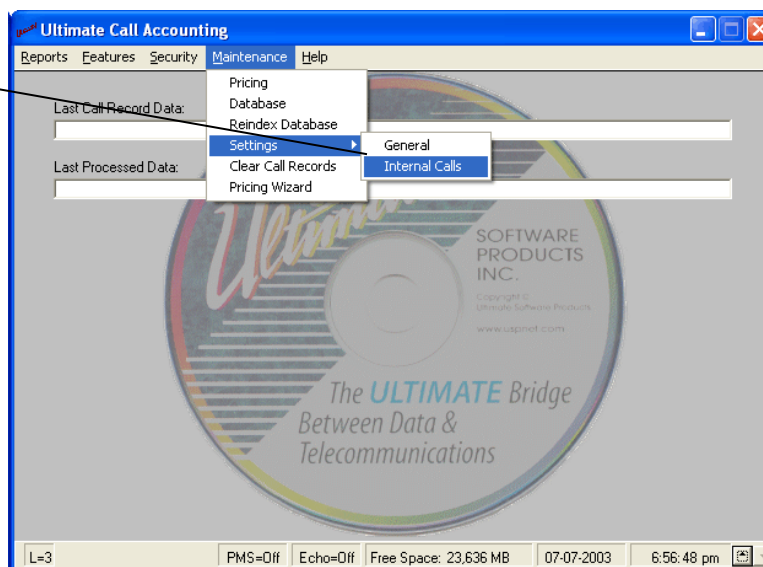
**File name**

This is the file name that will contain the echoed call records. This file is not self-maintaining so if left unchecked could devour the remaining space on the hard drive. To echo records to a printer enter the file name 'lpt1.dos' or 'LPT1:'. This may not work on all computers.

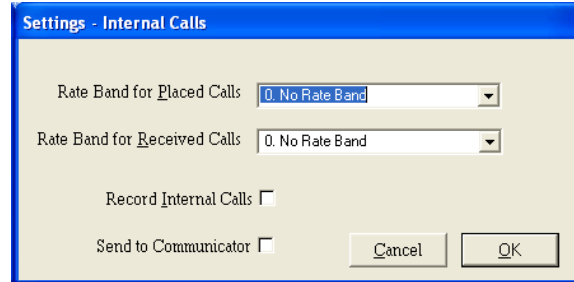
**13.5 Internal Call Settings**

Some phone systems have the ability to generate call records based on internal traffic. To access the settings relevant to this ability, hover the cursor over "Settings" in the "Maintenance" menu, and click on "Internal Calls."

Click on "Internal Calls" in the "Settings" sub-menu of the "Maintenance" menu.



The “Internal Calls” window will open.



The following settings will need to be set up to properly store and cost these calls:

**Rate band for received calls**

This rate band will be used to cost internal calls received.

**Rate band for placed calls**

This rate band will be used to cost internal calls placed.

**Record internal calls**

To record internal calls so they turn up in reports, check this setting otherwise they will not be saved.

**Send to Communicator**

Check this setting to allow *Ultimate!* Call Accounting to share information with the *Ultimate!* Communicator.





## Ultimate! Software Products



<http://www.UltimateSoftwareProducts.com> Web Site