
TALKTIME RECORDER

CALL BILLING SYSTEM

USER MANUAL

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1. Introduction

TimeTalk Recorder software is a computerized call billing system. With TalkTime Recorder software, all incoming calls and outgoing calls transactions from your PABX system are automatically recorded in a customized database. TalkTime Recorder can provide you with the detailed information reports on your organization's telephone use.

TalkTime Recorder software can be connected to any key system or digital exchange with SMDR output through RS232 serial or IP communication port. While TalkTime Recorder software is in operation, you can continue to use your PC for accounting or any other applications.

TalkTime Recorder Software is separated into two main engines. They are TalkTime Recorder and TalkTime Engine.

- 1) TalkTime Recorder - Use to manage all kind of information such as user data, system configuration, reporting.
- 2) TalkTime Engine - Use for capturing the call transactions sent from PABX and stores into TalkTime Recorder's database.

Pre-Installation for your TalkTime Recorder software:

***Minimum System Requirement**

Hardware:

- Intel compatible microprocessor, 1GB RAM or higher
- Standard serial port,
- 10/100 Mbps Ethernet card

Software:

- Microsoft Windows NT, 2000, XP, Vista , 7 or higher
- Microsoft .Net Framework 2.0 or higher
- Adobe Acrobat Reader Version 5 or higher

2. Software Overview and Description

a) **TalkTime Recorder**

Use to manage all kind of information such as user data, system configuration, reporting.




b) **TalkTime Engine**

Use for capturing the call transactions sent from PABX and stores into TalkTime Recorder's database.



3. Login to your TalkTime Recorder

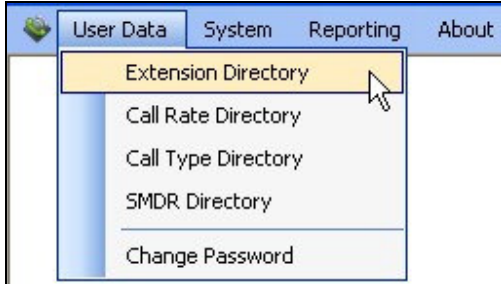
Fill in the Login ID is “user”, Password is “0000” (DEFAULT).
Click < Login > button to start manage Talk Time Recorder.



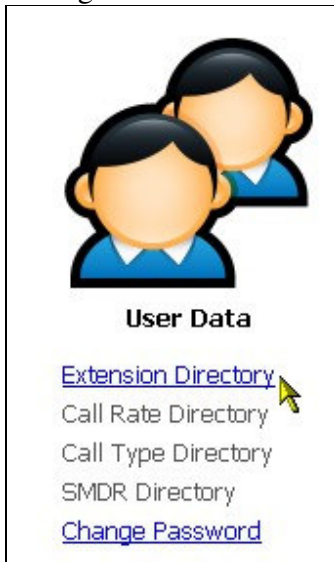
The screenshot shows a window titled "Login" with a red close button in the top right corner. The window content includes the text "TALKTIME RECORDER" in large red letters, followed by "Call Billing System" in black. Below this, there are two input fields: "Login ID" containing the text "user" and "Password" containing four black dots. At the bottom of the window, there are two buttons: "Login" and "Close". A mouse cursor is pointing at the "Login" button.

4. Extension Directory

Click < User Data >, then Click < Extension Directory > to start configure Extension Setting.



Click TTR's Desktop Shortcut < Extension Directory > to start configure Extension Setting.



< Extension Directory > - For Single Extension Number

Fill in Ext No (101), Name (En. Amir), Job Title (ACCOUNT MANAGER),

Company Directory

Before select your Company, Click this < ... > button to start configure Company Setting in Company Directory.

The screenshot shows a software interface with a 'Details' section and a 'Listing' section. The 'Details' section contains the following fields:

Ext No	101	To	101
Name	En. Amir		
Job Title	Account Manager		
Company	...		
Division			
Department			
Account Code			

The 'Listing' section contains a table with the following columns: Ext, Name, JobTitle, Account Code.

The 'Company Directory' dialog box is open, showing the following table:

Code	Desc
A	Company A

The dialog box also contains the following buttons: Add Company, Remove Company, Select, Close, Save, and Cancel.

Division Directory

Before select your Division, Click this < ... > button to start configure Division Setting in Division Directory.

The screenshot shows a software interface with two main sections: 'Details' and 'Listing'. The 'Details' section contains several input fields: 'Ext No' (101), 'To' (101), 'Name' (En. Amir), 'Job Title' (Account Manager), 'Company' (Company A), 'Division' (with a '< ... >' button), 'Department', and 'Account Code'. A red arrow points to this button. The 'Listing' section contains a table with columns 'Ext', 'Name', 'JobTitle', and 'Account Code'. A 'Division Directory' dialog box is open, showing a table with columns 'Code' and 'Desc', containing one entry: 'D1' and 'Division 1'. The dialog box has buttons for 'Add Division', 'Remove Division', 'Select', 'Close', 'Save', and 'Cancel'.

Code	Desc
D1	Division 1

Ext	Name	JobTitle	Account Code
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Department Directory

Before select your Department, Click this < ... > button to start configure Department Setting in Department Directory.

The screenshot shows a software interface with two main sections: 'Details' and 'Listing'. The 'Details' section contains a form with the following fields:

Ext No	101	To	101
Name	En. Amir		
Job Title	Account Manager		
Company	Company A		
Division	Divison 1		
Department	< ... >		
Account Code			

The 'Listing' section contains a table with the following columns: Ext, Name, JobTitle, and Account Code. The table is currently empty.

A 'Department Directory' dialog box is open, showing a table with the following data:

Code	Desc
DE1	ACCOUNT

The dialog box also contains the following buttons: Add Department, Remove Department, Select, Close, Save, and Cancel. The 'Code' field is set to 'DE1' and the 'Description' field is set to 'ACCOUNT'.

A red arrow points to the '< ... >' button in the 'Details' form.

Save

Click < Save > button to save the Ext. 101 setting. Message will show “Saved successfully”.


Details

Ext No	101	To	101
Name	En. Amir		
Job Title	Account Manager		
Company	Company A	...	
Division	Divison 1	...	
Department	ACCOUNT	...	
Account Code			

Listing

Ext	Name	JobTitle	Account Code	Company	Division	Department
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Information

 Saved successfully.

< Extension Directory > - For More Extension Numbers

Fill in Ext No (102 To 108), Name (NO NAME), Job Title (Staff), Company (Company A), Division (Division 1), Department (ACCOUNT), Click < Save > button to save the Ext. 102 to Ext. 108 settings. Message will show “Saved successfully”.

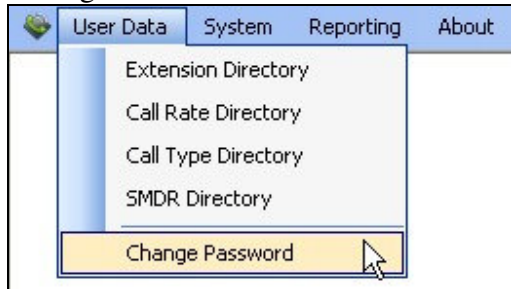
Details
Ext No To
Name
Job Title
Company ...
Division ...
Department ...
Account Code

Listing

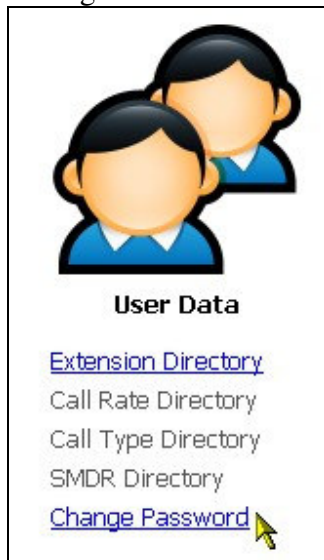
Ext	Name	JobTitle	Account Code	Company	Division	Department
101	En. Amir	Account Man...		Company A	Division 1	ACCOUNT

5. Change Password

Click < User Data >, then Click < Change Password > to start configure Change Password Setting.

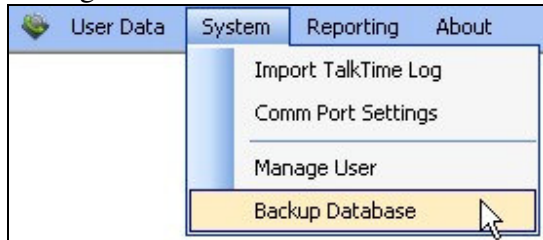


Click TTR's Desktop Shortcut < Change Password > to start configure Change Password Setting.

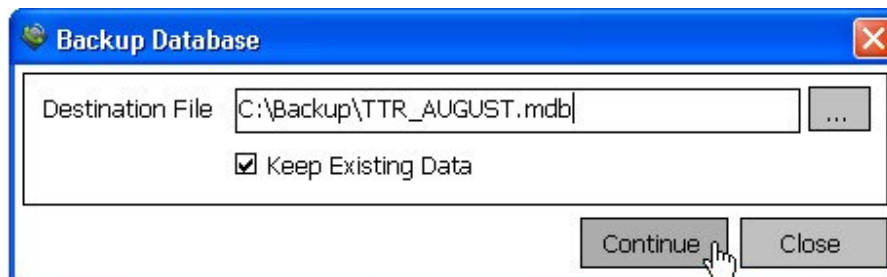
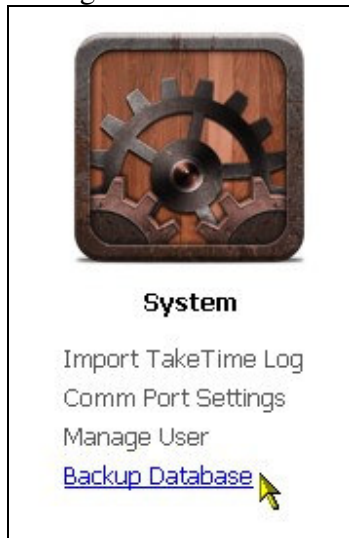


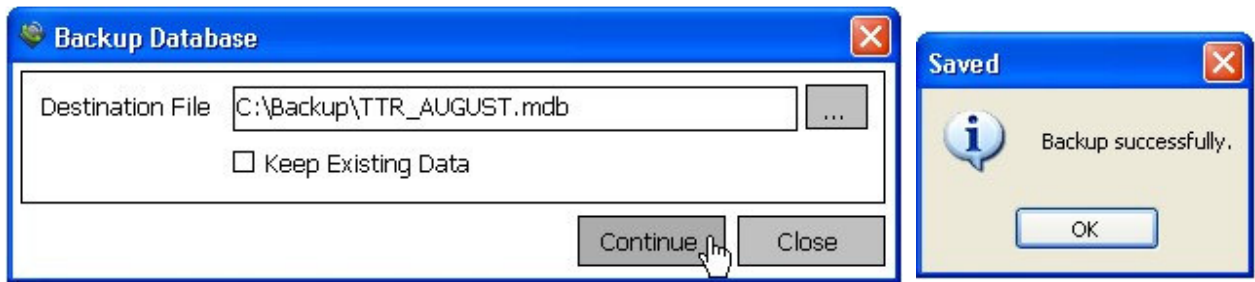
6. Backup Database

Click < System >, then Click < Backup Database > to start configure Backup Database Setting.



Click TTR's Desktop Shortcut < Backup Database > to start configure Backup Database Setting.



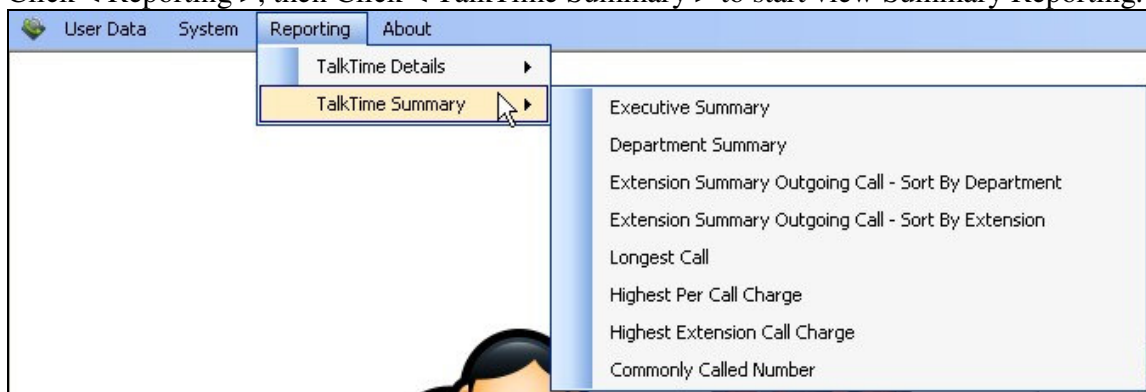


7. Reporting

Click < Reporting >, then Click < TalkTime Details > to start view Detail Reporting.



Click < Reporting >, then Click < TalkTime Summary > to start view Summary Reporting.



Click TTR's Desktop Shortcuts

< Details Outgoing Call > or < Details Incoming Call > to start view Detail Reporting.

< Executive Summary > or < Department Summary > to start view Summary Reporting.



Reporting

[Details Outgoing Call](#) 
[Details Incoming Call](#)

[Executive Summary](#)
[Department Summary](#)
[Ext Outgoing Call - By Department](#)
[Ext Outgoing Call - By Ext](#)
[Longest Call](#)
[Highest Per Call Charge](#)
[Highest Ext Call Charge](#)
[Commonly Called Number](#)

Details Outgoing Report 

Database 

Date From 

Date To 

Company 

Division 

Department 

Extension 

Trunk

Details Incoming Report [X]

Database: CURRENT [v]

Date From: 01 Sep 2012 [v]
Date To: 30 Sep 2012 [v]

Company: [] [...]
Division: [] [...]
Department: [] [...]
Extension: [] [...]
Trunk: []

[Preview] [Close]