Ratotec -- the better connection

TCall / IPCall

Operating Instructions

User Guide

SW-Version 5.44
**Release 1.15e**
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CONTENTS:

System Description

Congratulations for the purchasing the Tcall, a product of the Ratotec GmbH. During the development of the system, exceptional attention was paid for an easy installation and to the independence of the operating systems.

The Tcall system does not need a phone arrangement, because the function is based on the connection of simple ISDN phones to a multi-device connection or to a VoIP-Gateway with analogue phones. On account of this technologies, the investment and variable costs are low.
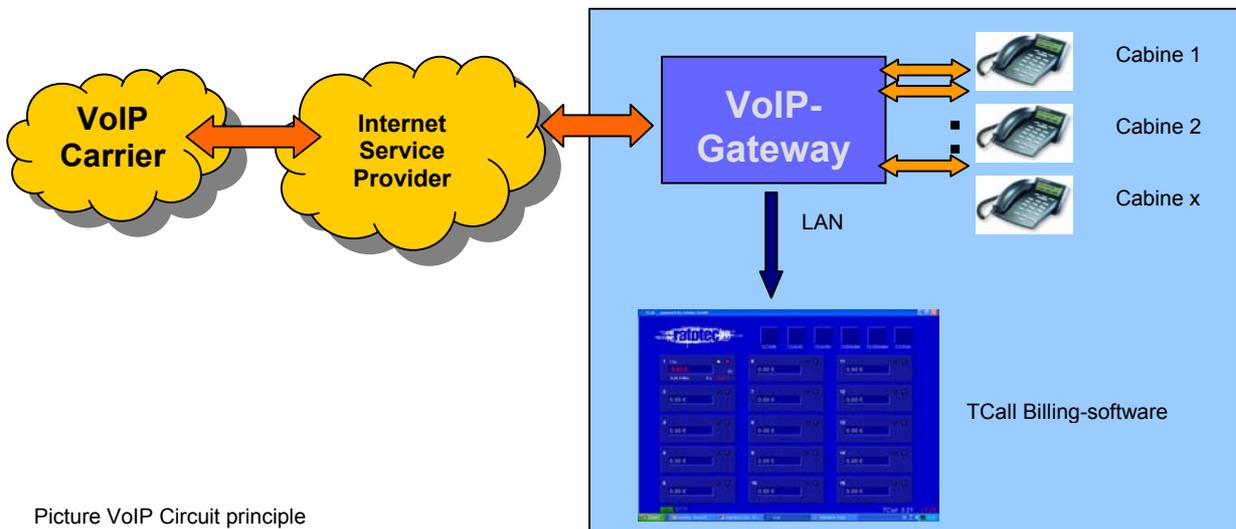
The basis of the system is a professional ISDN Router or a VoIP-Gateway, whose task is the optimum mediation of the calls on the telephone lines. Your service partner, who controls the setting of the Routing configuration, will gladly help you with any questions.

ISDN Callshop-Solution
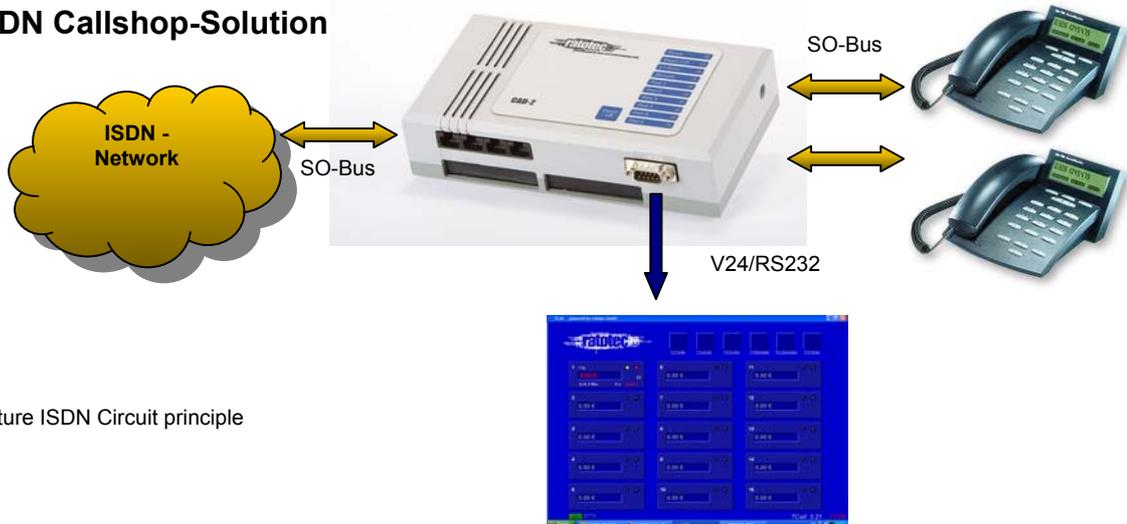
Picture ISDN Circuit principle

VoIP Callshop-Solution IPCall

Picture VoIP Circuit principle

All information of the telephone call is conveyed and evaluated by the hardware system to the account software. Thus a constant monitoring of the cabins is ensured. At the account-PC (cashes PC) the status of the call at each time (selection, phone number, duration of the call, etc) is clearly recognizable at any time.

The system calculates for the cabin bill according to the destination, which is indicated topically on the software surface. In addition, further information is indicated about call duration, call destination and price per minute. The purchase and retail prices are displayed in the extensive tariff table.

After completion of the call, the calculation surface is opened by simply pressing the cabin number or by a mouse click and all information about the cabin appears since the last account. After payment the cabin counter is deleted.

System Planning

A - ISDN Callshop-Solution

Through every ISDN connection, two calls can be held simultaneously. Please pay attention with the order of system about the number of the ISDN connections in the system.

The system can be run with the use of ISDN terminal only in an ISDN base connection (PMP). To operate in use at plant connections (PP) a telephone system must be used, whereby the function of the system is not impaired.

Depending upon the equipment of the system, up to 2-, 4-or 6-S0 ISDN-NTBA's can be connected. Furthermore, a 30-cabins system is available. The number of devices for each ISDN bus (S0) is limited to a maximum of 8 terminals.

Pay attention at all costs to the fact that the ISDN net conclusions (NTBA) are fed by a net cable (230-240V) and that the ISDN phones are not switched in the emergency mode.

The Router system should be installed near the ISDN net conclusion. The enclosed patch cables serve as a connection between NTBA and Routersystem.

The cable connection between the Routing system and the account system (cashes PC) is approx. 2 meters length. In certain cases, it is possible to lengthen the cable 5 meters. In this case, please contact to your service partner or to the manufacturer.The NTBA's in the proximity of the cash bar is in most cases installed, in whose direct environment also the cash PC is. It is advisable to pay attention to the planning to shorten connection ways in order to lower costs and to avoid disturbances.

B - VoIP Callshop-Solution

It is very easy to install the IPCall-VoIP-Callshop-Solution. Both parts of the system (VoIP-Gateway and TCall-Software) have to be connected to you Ethernet LAN network. The systems runs over the internal LAN network with using the TCP/IP-protocol.

The configuration of your VoIP-Gateway will be done by your service provider.

Software Installation

To install the Tcall software account, please insert the installation-CD in the CD-ROM disk drive. After a few seconds an automatic installation program will appear. Likewise, you can implement the installation manager by starting "Setup.exe".
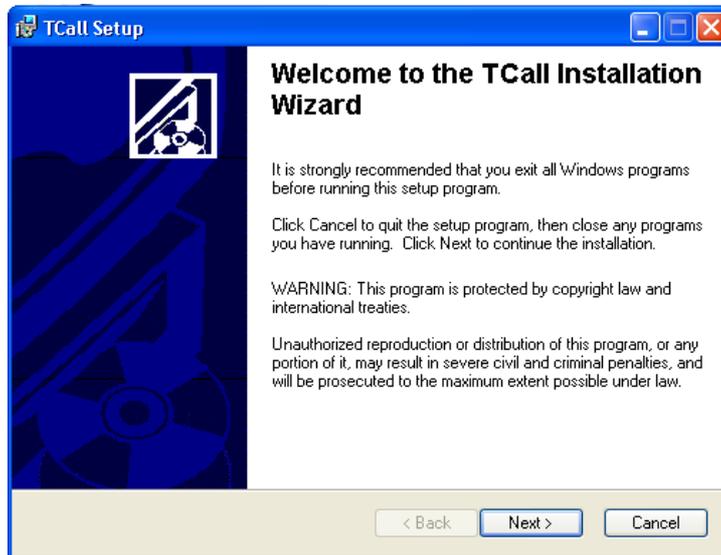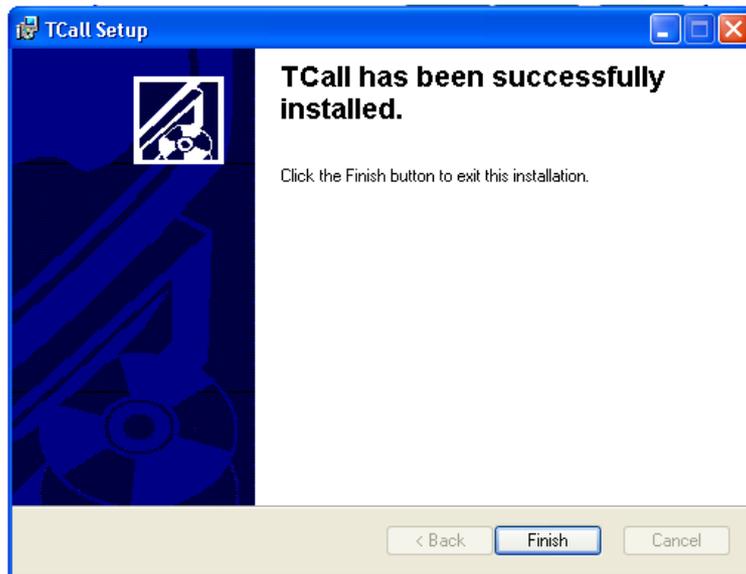

Picture Installation Wizard

The system is installed by confirming "Next>" in the list C:\Programme\Cybercall\ Should you wish to have another list, this can be changed during the installation
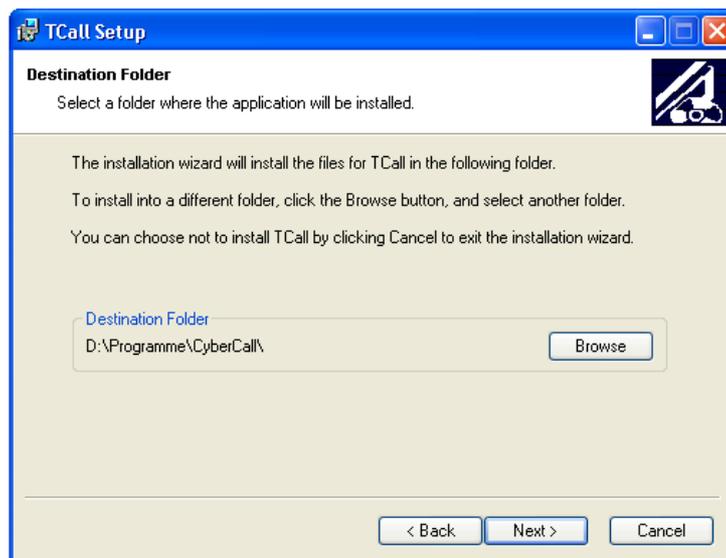
Picture Destination Folder

Picture completion

The PC must be restarted when the installation is finished.

Please consider as well the installation of the printer on the cash PC. For the expression of calculations, the standard printer of the Windows system is used

Starting the Software

After successful installation a Ratotec program with name "Tcall" will appear on your desktop. Double-click to start the program.

Licence Inquiry:

When first starting the TCall program, license data is required for use. All necessary data is on the CD cover of the installation-CD.
The following data is required:
Standard number of the Routing system, free circuit code, and PIN code.
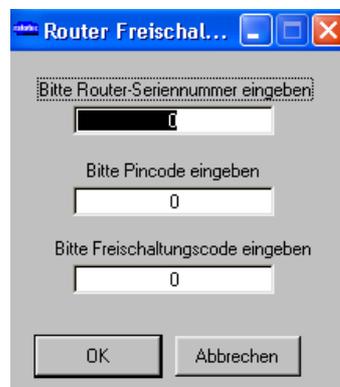
Picture Licence-code

After the right input, these inputs are stored and are asked only when installing on another PC. Should you no longer possess the license data, this data can be requested for from the manufacturer. Please inform your service partner.

Starting the Software (name and password inquiries):

The program is protected against unauthorized use with a user's name and password. In the work setting the user's name "USER" and no keyword should be used. The user can be changed or deleted in the later setting in the user's manager.


Picture password check

Cabin Equipment

On account of the precise allocation of the cabins to the telephone lines, a MSN must be assigned to every phone

Please note that a MSN is assigned only once. A repeated assignment can otherwise lead to error messages of the system.

The allocations of the cabins can be carried out by call of the configuration manager <functional key F4> to the MSN settings.
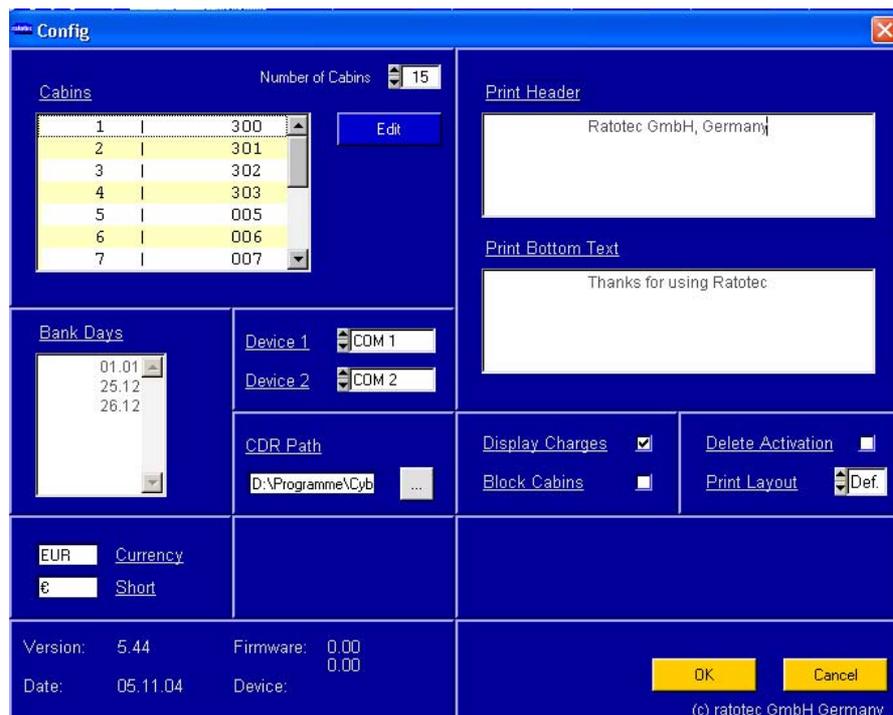
Picture configuration manager

The maximum number of the cabins depends on the free circuit code and can be changed on request by your service partner.

After completing these MSN settings, the system is ready for use. Now the function of all cabins should be tested by making a call. Besides the allocation of the cabins, the surface must be recognizable with the right configuration.
When removing the phone from the receiver a yellow control light should be recognizable on the software surface in the respective cabin field. With an existing connection, a red control light appears in addition.

By faulty or missing allocation of the MSN the announcement on cabin 15 is shown.
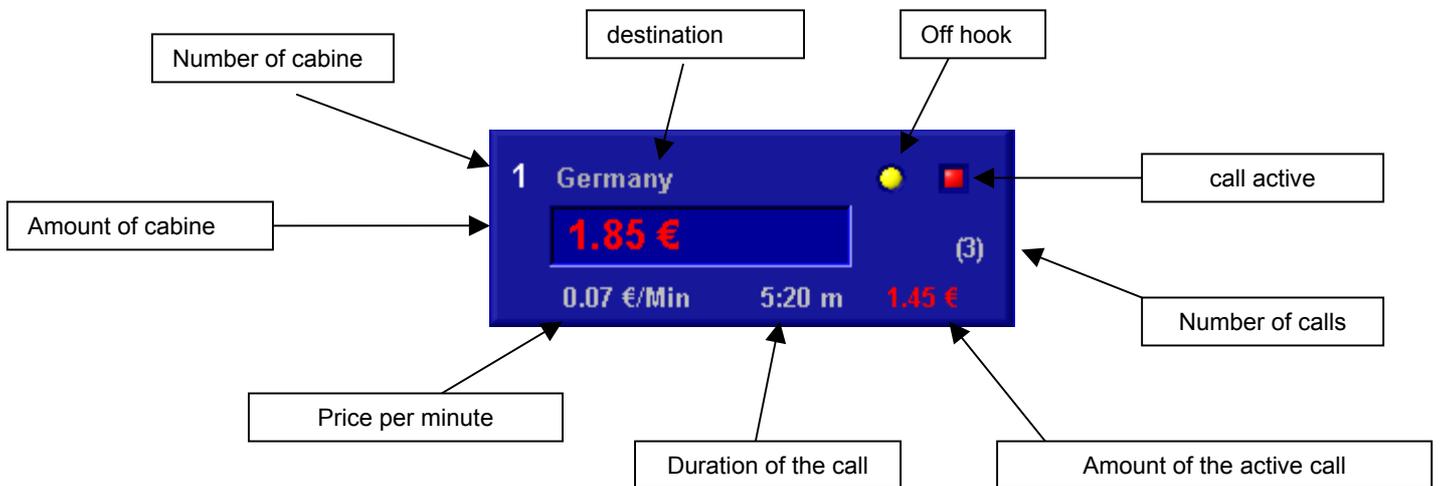
Software Surface

In the upper area of the surface there are 6 switch fields.

Picture Software Surface

    1. Tariff Manager   < functional key F2>

    2. Archive Manager   < functional key F3>

    3. Configurations Manager   < functional key F4>

    4. User's Manager   < functional key F5>

    5. Handing Over   < functional key F6>

    6. Ending the Program   < functional key F10>

Picture Cabin Fields

Tariff Manager

The purchase and sales rates are adjusted through the tariff manager. Own sales rate can be adjusted for every destination (call destination).
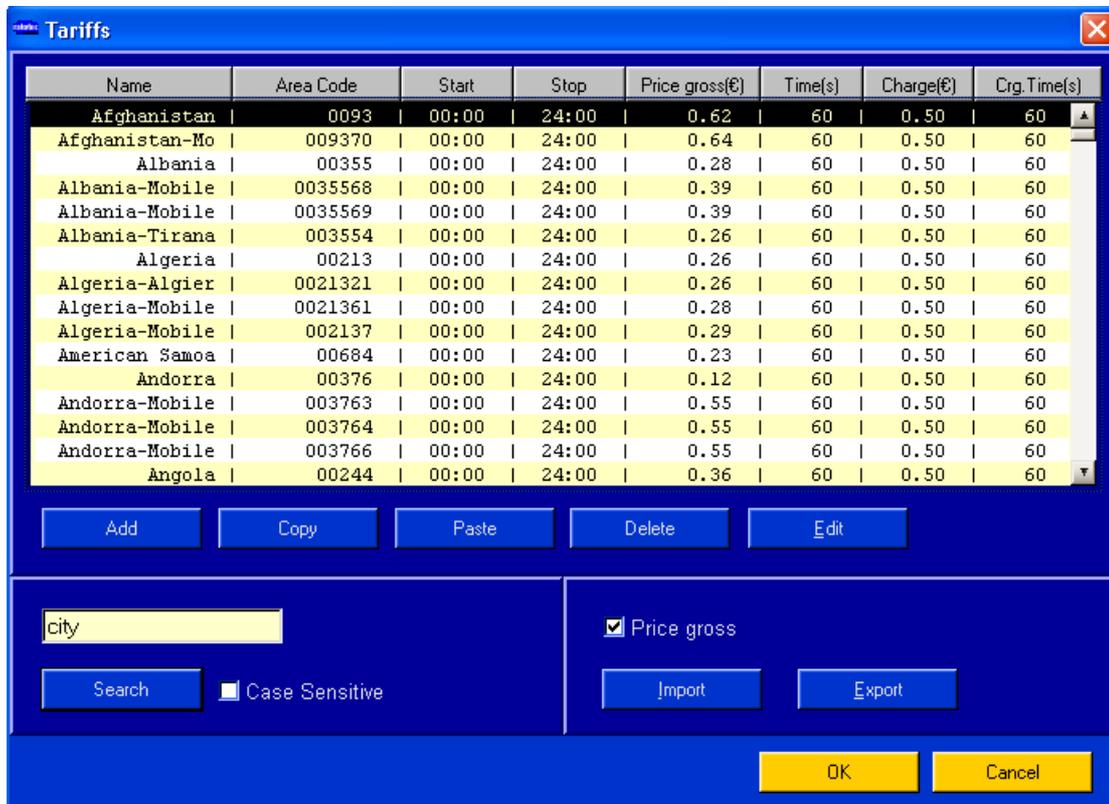
Picture Tariff manager

The following settings are possible:
- goal designation (name)
- goal area code
- tariff time (destination)
- selling price (Net / gross)
- clock pulse of the selling price
- price of the initial charge
- time of the basic charge (time)
- price of the minimum charge
- time of the minimum charge
- value added tax of the retail price
- purchase price
- clock pulse of the purchase price
- value added tax of the purchase price

For further settings see the tariff settings chapter.

Archives Manager

All daily calls are clearly represented by starting of the archives. At the end of the table, the daily sums of different users and the total sum are indicated.

The data can be stored in the set menu. To protect the data, the daily and monthly data are stored on your hard disk and can be indicated by the set menu option "File".

The topical month data is indicated in the set menu option ''File -> Load month data''
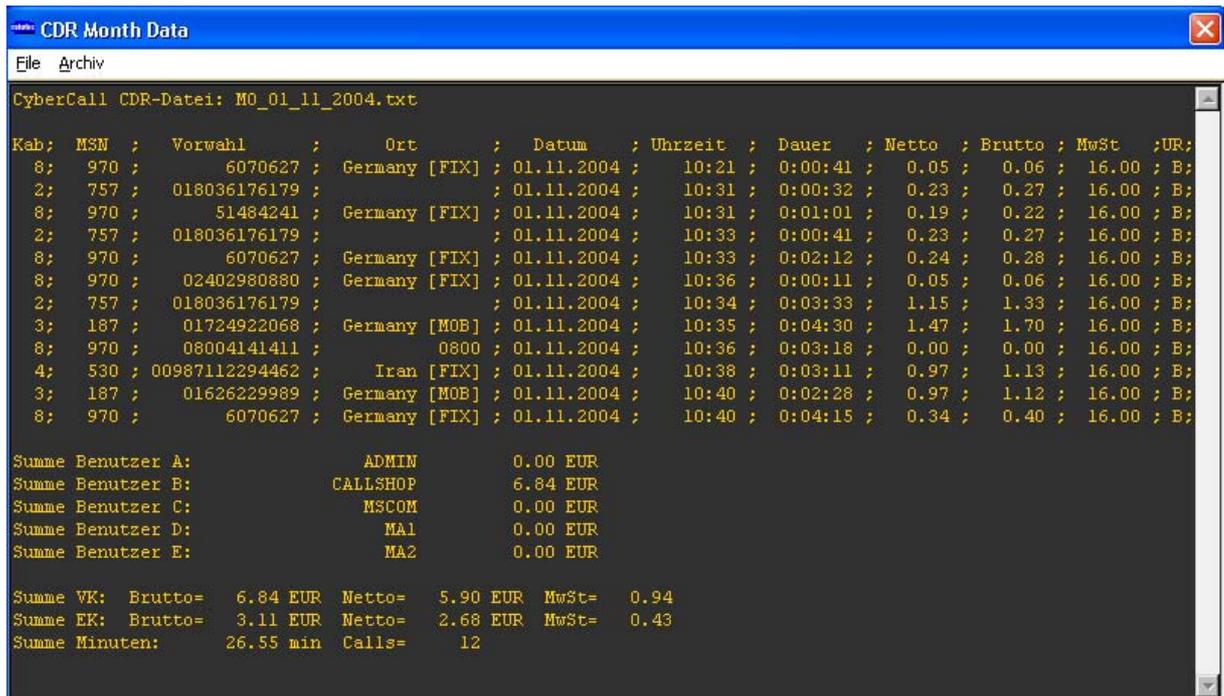

```
CDR Month Data

File  Archiv

CyberCall CDR-Datei: MO_01_11_2004.txt

Kab;  MSN  ;    Vorwahl    ;      Ort      ;   Datum    ; Uhrzeit ;   Dauer   ; Netto  ; Brutto ; MwSt   ;UR;
  8;  970 ;       6070627 ; Germany [FIX] ; 01.11.2004 ;   10:21 ; 0:00:41 ;   0.05 ;   0.06 ; 16.00 ; B;
  2;  757 ; 018036176179 ;               ; 01.11.2004 ;   10:31 ; 0:00:32 ;   0.23 ;   0.27 ; 16.00 ; B;
  8;  970 ;      51484241 ; Germany [FIX] ; 01.11.2004 ;   10:31 ; 0:01:01 ;   0.19 ;   0.22 ; 16.00 ; B;
  2;  757 ; 018036176179 ;               ; 01.11.2004 ;   10:33 ; 0:00:41 ;   0.23 ;   0.27 ; 16.00 ; B;
  8;  970 ;       6070627 ; Germany [FIX] ; 01.11.2004 ;   10:33 ; 0:02:12 ;   0.24 ;   0.28 ; 16.00 ; B;
  8;  970 ;    02402980880 ; Germany [FIX] ; 01.11.2004 ;   10:36 ; 0:00:11 ;   0.05 ;   0.06 ; 16.00 ; B;
  2;  757 ; 018036176179 ;               ; 01.11.2004 ;   10:34 ; 0:03:33 ;   1.15 ;   1.33 ; 16.00 ; B;
  3;  187 ;    01724922068 ; Germany [MOB] ; 01.11.2004 ;   10:35 ; 0:04:30 ;   1.47 ;   1.70 ; 16.00 ; B;
  8;  970 ;    08004141411 ;          0800 ; 01.11.2004 ;   10:36 ; 0:03:18 ;   0.00 ;   0.00 ; 16.00 ; B;
  4;  530 ; 00987112294462 ;     Iran [FIX] ; 01.11.2004 ;   10:38 ; 0:03:11 ;   0.97 ;   1.13 ; 16.00 ; B;
  3;  187 ;    01626229989 ; Germany [MOB] ; 01.11.2004 ;   10:40 ; 0:02:28 ;   0.97 ;   1.12 ; 16.00 ; B;
  8;  970 ;       6070627 ; Germany [FIX] ; 01.11.2004 ;   10:40 ; 0:04:15 ;   0.34 ;   0.40 ; 16.00 ; B;

Summe Benutzer A:           ADMIN       0.00 EUR
Summe Benutzer B:         CALLSHOP      6.84 EUR
Summe Benutzer C:           MSCOM       0.00 EUR
Summe Benutzer D:             MA1       0.00 EUR
Summe Benutzer E:             MA2       0.00 EUR

Summe VK:  Brutto=    6.84 EUR  Netto=   5.90 EUR  MwSt=   0.94
Summe EK:  Brutto=    3.11 EUR  Netto=   2.68 EUR  MwSt=   0.43
Summe Minuten:      26.55 min  Calls=      12
```

Picture Archives Manager

The user's sum can be used for cash control. The users with their name (as in the user's manager configures) are recognized.

Cancelled calls or bills are included in the user's sum, so that the user's sum is like the account sum. Nevertheless, the cancelled calls are put into archives in the whole installation of the calls.

Configurations Manager

The settings in the configuration manager should be carried out after the basic installation only by instructed persons. Faulty settings can influence the function of the system.
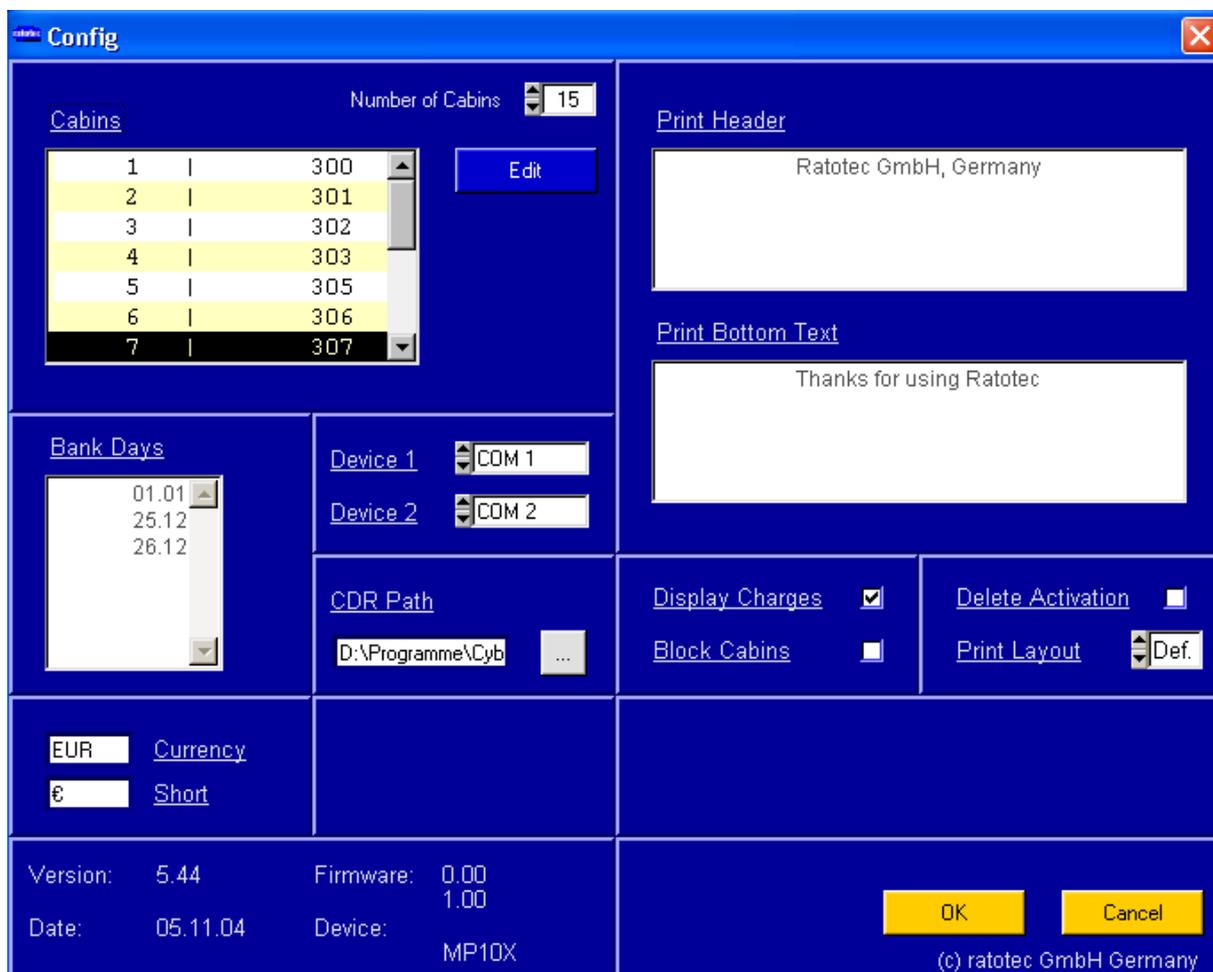
Picture configuration manager

You receive the following settings and information after opening the configuration manager

- **Cabin Settings** (see configuration of the cabins)
- **Bank Days Settings**
  This data is necessary with different prices during holidays, working days, and/or Sundays.
- **Devices**
  A maximum of two devices can be connected to a Tcall system. The allocation of the respective COM ports gets configured from this setting.
  Communication connection between PC and Router system
- **Print Header**
  Announcement in the upper area of the bill with expression. Here your own text can stand.
- **Print Bottom Text**

Announcement in the lower area of the bill with expression. Here your final text can stand.

- **Display Charges**

The topical selling price of the calls are sent by turning on of this option on the phone. In addition, the phone must support this announcement function. This option can used only in combination with Ratotec ISDN-or IP-Routers.

- **Block Cabins**

The cabins can be unlocked by an individual locking function. After the account of a cabin, it is automatically closed again.

After switching off this function, all cabins should be used immediately.

This option can used only in combination with Ratotec ISDN-or IP-Routers.

- **Delete Activation**

After exchanging the hardware, you receive a new free circuit code. The current security code is deleted from a new start of the system. Please use this function only on instruction of the manufacturer or your service partner.

- **Print layout**

You can choose different printing layout.

- **Currency / Short**

To activate different currencies.

- **Version Numbers**

Here you receive all information about the current version of your hard and software.

User's manager

If you should want to put different users with different user's rights, you can achieve this through the user's manager.

A new entry is created from pressing of "Add" whose name and code-word are configured by input.

Right can be given or refused to each user for the operation of the system.
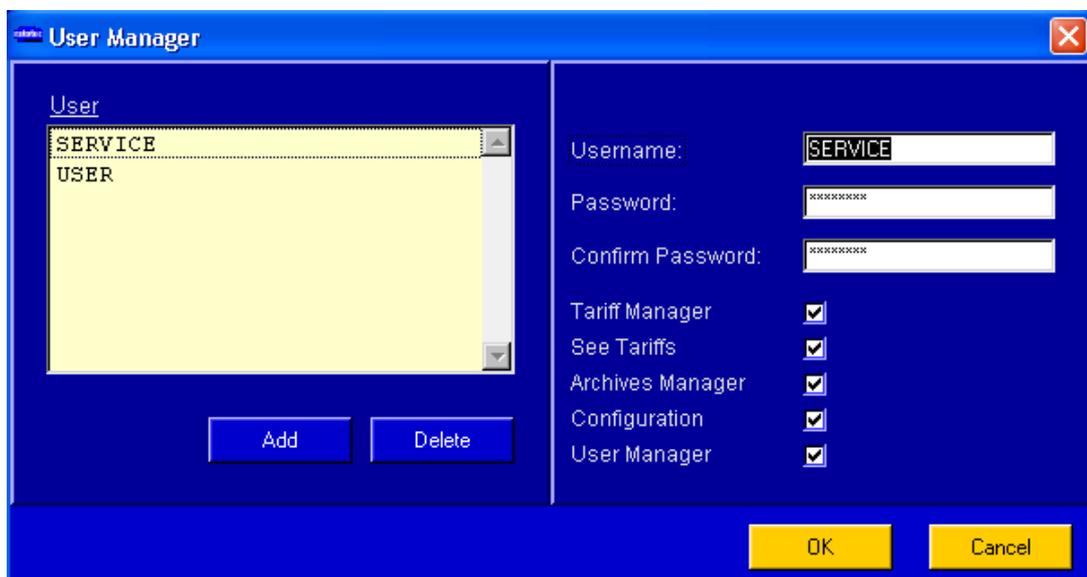
Picture Users Manager

The following rights assignments are possible:
- **Tariff Manager**
  The settings in the tariffmanager (shopping conditions and terms of sale)
- **Tariff View**
  The search for sales tariffs and settings for destinations
- **Archive Manager**
  The view of the daily and monthly call data, as well as the receipts of the total.
- **Configurations**
  The settings of the system. Please hand these rights over only to instructed persons.
- **User's Manager**
  Settings of the user's rights and adding/deleting users.

Register / Handing over

The exchange of users is called ''Register'' The users must be registered in the user manager by user name and password.

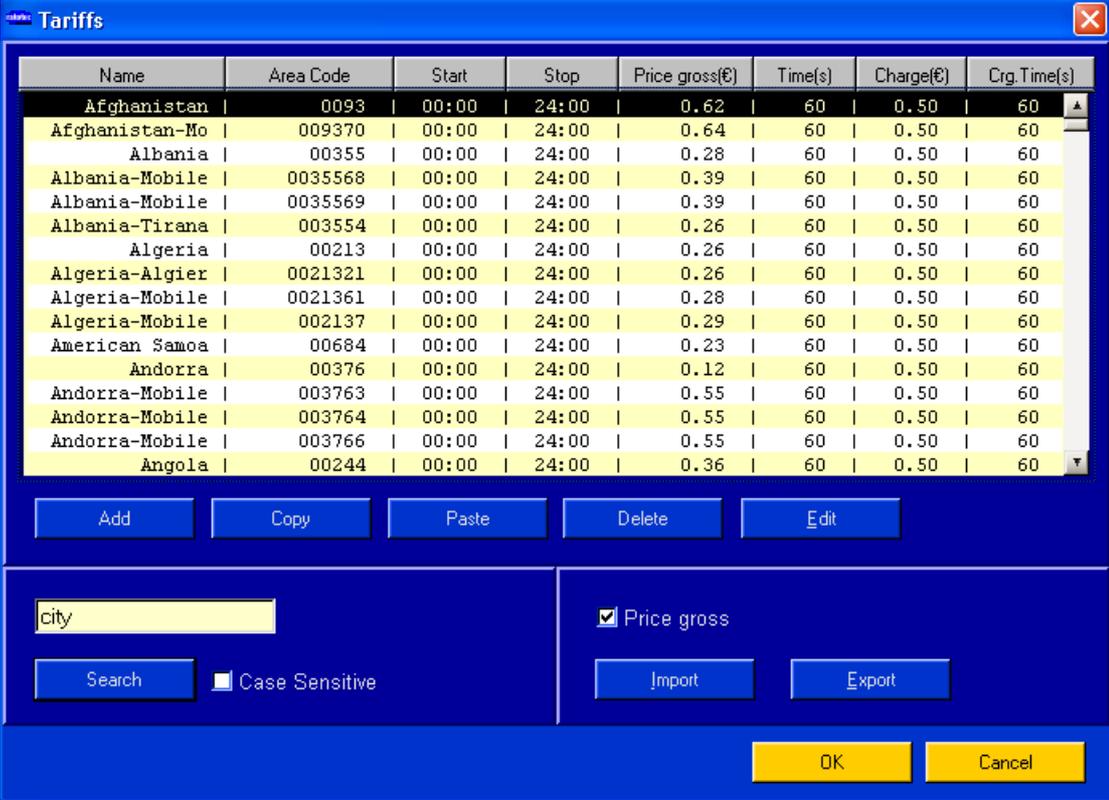Picture handing over / code-word input

Handing over can be accomplished without restarting the program and account of the cabins. All running calls are assigned to the new user so that all cash sums agree. Basically all calls are assigned to the user accounts.

End

After finishing the program, all data on the hard disk is saved.
All changes which are confirmed in the program by pressing OK, are valid from this moment.
It is not necessary to restart the system after making changes.

Tariff Settings:

The tariff manager serves for the setting of the purchase rates and sales rates. It has the ability to change the settings above the software surface or to import a Microsoft Excel table.

Picture Tariffmanager

While opening the rate manager you receive an overview of all registered sales rates. A restriction of the number of the sales rates is not given.

With the help of the search option, the name of a country or country code can be searched for straight to prices. The setting "Case Sensitive" facilitates the search. In this case the search result is indicated only after 100-percent correspondence. Should your search result fit on several entries, it will be jumped by an simply pressing "Enter" on the next search result.

With the field ''price gross'', all price information, including the opposed value added tax, are indicated and calculated.

As previously mentioned, the tables of charges can be preserved by Im- and Exporting programs. This has proved to be very helpful with larger changes or basic settings.
The import or export function expect the tariff table in formatted form, which was provided to you on your installation-CD as a basis. The formats can be read as *.csv or as *.txt.

Please use the internet website, www.ratotec.de, as an available auxiliary tool as well as the ''Callshop-Converter'' in the download area. With this software, a production of tariff tables is very easy to carry out

Input and Change in the Tariff Manager:

By double clicking on a tariff or by pressing of the "Edit" key, a window setting opens, in which the name, prefix and various time controls or prices can be changed.

Picture Edit Tariff

The following settings are possible:

- **Name**
  Country name or destination name. This name appears in the cabin field with the current call.
- **Country Code**
  The matching prefix which is used as an identification of the rate.
- **Time Window (Monday-Friday)**
  Validity of the rate in the opposed times. If you should want to choose different tariff times, you must give further records with the remaining times and prices
  for the same purpose.

Sale price

Sale price is given in price per minute..

Example 1: the sale price should amount to 0.50 per minute with minute timing.
Setting 1: price per minute 0.50 € account timing (Sec) 60

Example 2: the sale price should amount to 0.50€ per minute with 15 seconds timing
Setting 2: price per minute 0.50 € account timing (Sec) 15

- **initial price**

With the basic charge, the price and the time after which the fee is calculated can be made. This setting can be adjusted for every individual phone number.
Example 1: A basic charge should be calculated at the rate of 0.50€ after 15 seconds.
Setting 1: basic charge 0.50 € basic charge start (Sec) 15

Example 2: a basic charge should be calculated at the rate of 0.75€ directly at the start of the call.
Setting 2: basic charge 0.75€ basic charge start (Sec) 0

- **Minimum Charge**
The minimum charge can also be called for a short telephony account. Should a call not reach the opposed time, the minimum charge is calculated. After this time setting the rate opposed below retail price counts for the whole call. This setting can be stopped for every individual phone number.

Example 1: A minimum charge should be calculated at the rate of 0.20€ for 30 seconds. Should the conversation last longer, the normal price is calculated.
Setting 1: minimum charge 0.20 € duration (Sec) 30

Purchase Price

The purchase price is given as a price per minute.

The timing (Minute-precise or second-precise) is given in the field ''Time-Unit.''

Example 1: The purchase price should amount to 0.60€ per minute and more second-precise (1) account.
Setting 1: price per minute 0.60€ account timing (Sec) 1

Example 2: The purchase price should amount to 0.20€ per minute and more minute-precise (60) accounts.
Setting 2: price per minute 0.20€ account timing (Sec) 60

The value added tax is to be given to the sales rate and the purchase rate individually.

Cabin Accounts

After completion of the call, the appropriate cab is called by clicking the cab field or pressing the number on the keyboard.

Picture Account Cabin

After the account of the cabin, the date is stored and taken up in the archive. The subtracted amounts are assigned to the announced persons so that precise accounts are possible.

The cabin is once again ready for use afterwards and is blocked again when the cabin barrier is switched on.

FAQ (Frequently Asked Questions)

Can I also operate the Tcall system at an existing telephone plant?

Yes, this is absolutely possible. Please make sure that the phone arrangement does not suppress the phone numbers of the branches because otherwise an unequivocal allocation of the cabins is not given.

Can all ISDN telephones be used with the system?

Yes, all phones ISDN with the Euro ISDN protocol can be used.

Can I self-install the Tcall system?

Basically yes, provided that knowledge about ISDN Technique is available.

Which speed (capacity) should my PC account have?

There are minimum requirements for the PC. Basically the following rule applies: if Windows functions, Tcall also functions.

Which operating system is necessary?

A Windows operating system WIN98 / ME / in 2000 / NT/XP

Can I load old archives?

Yes, from the set menu, F3 key, and the ''Load'' (load) option in the archive manager.

Who provides to the phone suppliers one of the leasing Cost Routers?

Turn to your service partner for the setting of the LCR's.

Is the Routing setting independent from the account function?

Yes, completely independently.

Can different phone numbers be disabled?

Yes, turn to your service partner.