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Chapter 1: Installing Man3000

Installation Procedure

1. Insert the CD into the CD Rom.
2. The installation wizard will automatically start.
3. The Install Shield Wizard will guide you through the rest of the setup.

3.1 Software Licence Agreement

Please read through our software license agreement. When you are done; select ‘I accept’ in order to continue with the installation.



Figure 1

3.2 Man3000 Location

If you wish to change the directory where Man3000 is installed click on the ‘change’ button. Windows Vista operating system and Windows 7 operating system have the default directory set as “C:\User\User\AppData\Roaming\Man3000”, for any other windows operating system the default directory is “C:\Program files\Man3000”.

Once the installation procedure has completed the setup procedure will create an icon on your desktop. Man3000 has now been successfully installed.

Issues that you may encounter

If the Man3000 Wizard does not start automatically follow the following procedure:

1. Click the START button on your desktop
2. Select Control Panel
3. Double click the ADD/Remove programs button
4. Select ADD New programs
5. Select Add program from CD
6. Follow the screen prompts
7. Find the file setup.exe on the CD
8. Once you have selected the Setup.exe, click finish to run your installation

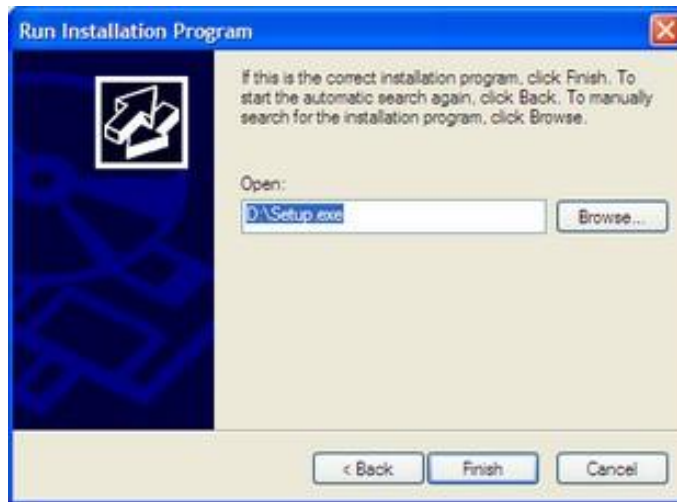


Figure 2

Running Man3000 for the first time.

In order for you to have to latest cost tables Man3000 will need to run XY.exe. Once Man3000 has successfully been installed simply double click on the Man3000 desktop icon. Since this is the first time that Man3000 has been run, a warning will occur.

Simply select yes



Figure 3

Then press OK.

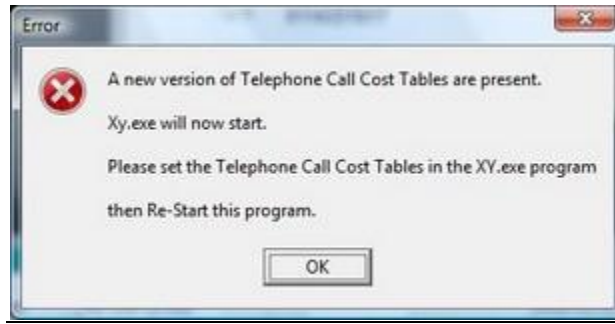


Figure 4

XY.exe requires certain information regarding where you currently are located. This information is used to accurately create the code books that are used for costing purposes.

1. Enter dialling code – Area code in which customer is situated eg.011 (Johannesburg).
2. Enter client’s main number (omitting the dialling code).
3. The “Build Telkom Prime Net Tables” should only be ‘checked’ if the client has the prime net feature activated on their Telkom lines.
4. Once the information is entered click on ‘Build Code Book’.
5. A warning may occur if a code book already exists. You should select ‘Yes’.



Figure 5

6. Once the code book is complete click the OK button.

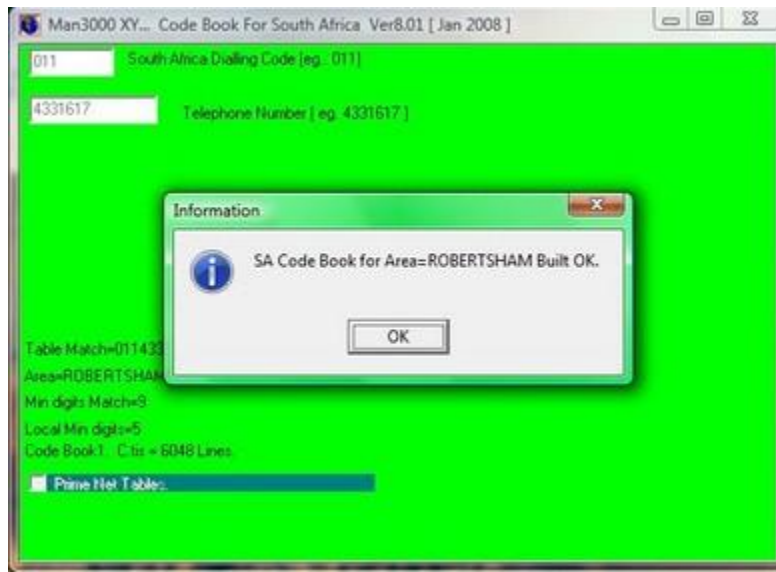


Figure 6

The XY program will close and Man3000 will start up again.


Man3000 Micro/ Additional USB Hardware



Man3000 hardware may require USB drivers to be installed. This may occur if you are using a Man3000 USB opto isolator or you are using a Man3000 Micro solution. If you require USB drivers follow the steps below to correctly install your USB drivers:

1. Insert the USB Micro or USB Opto isolator into the PC
2. Windows will warn you that it has detected the USB and would like to install drivers from the internet. Select 'Do not look online for drivers'
3. Click Next
4. Select the option to install the drivers from a specific location.
5. Click next
6. Select the option to locate the drivers on the CD (D:\USB Drivers 32Bit)
 - a. If the PC is a 64bit then select the 64 bit drivers (D:\USB Drivers 64Bit)
7. Follow the rest of the windows prompts.

Password Protection

Man3000 software has four (4) levels of passwords. You will be using the 'TIS' password when setting up the software on the end users PC. Once man3000 has opened do the following steps to enter the password:

1. Click on the  icon.
2. Enter "TIS" (non-case sensitive)
3. Click the 'OK' button

Once the password has successfully been entered, the number  changes to a number . Further password functionality will be explained later.

Chapter 2- Getting the Data

Serial Port Settings

Your serial port settings are found under the Settings menu. If your serial port settings screen is red, you should close it and enter your password. If the password is correctly entered your screen should look like the one below. When characters are pulsing on the display area, we refer to this as a ‘heartbeat’ between the hardware and the software. This means that there is proper communication between the Man3000 software and the buffer box.

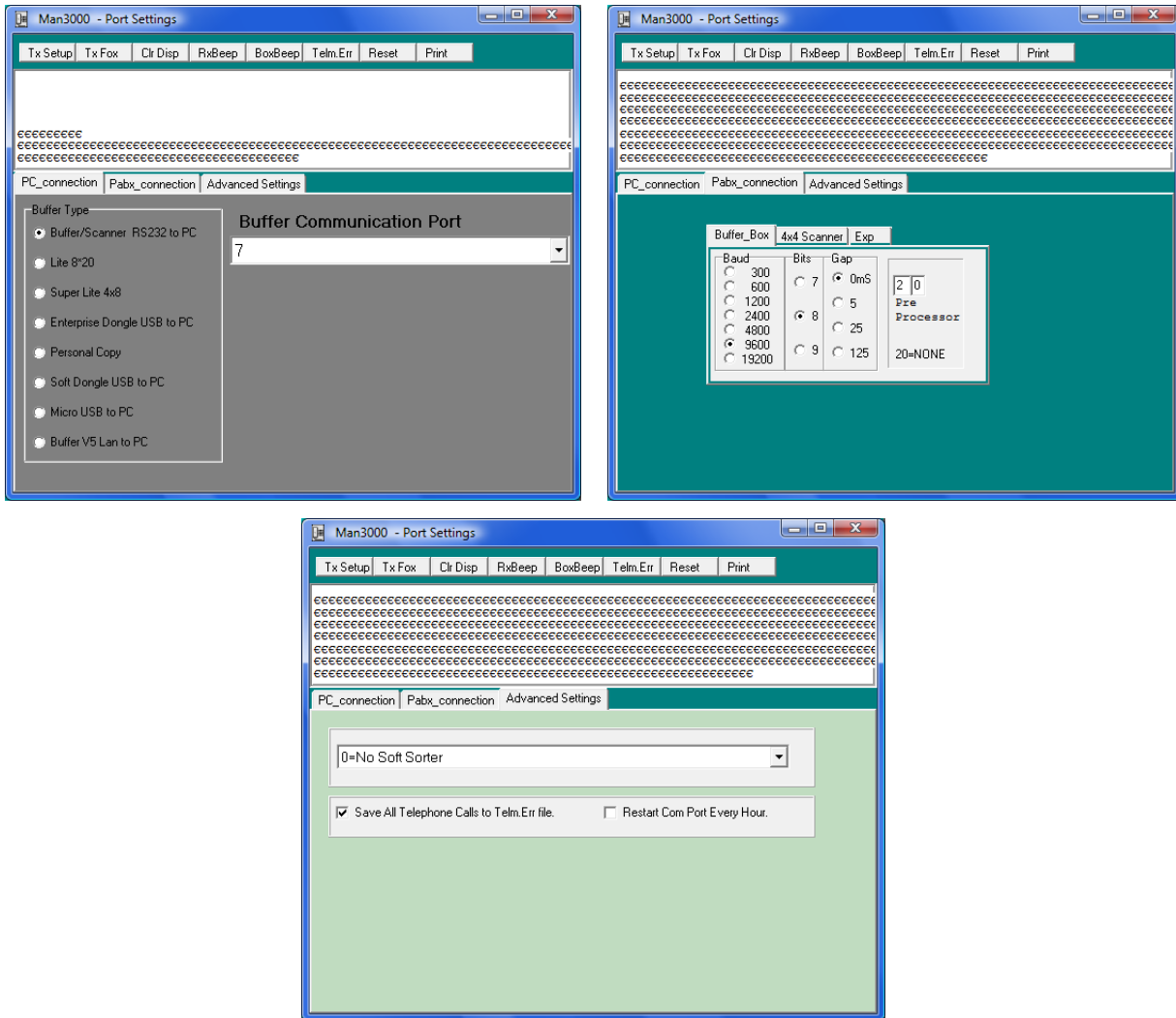


Figure 7

PABX Settings

Once the serial port settings screen is open you are required to set the com port that you are using as well as the baud rate, the bits, the gap time, the pre-processor and the softsorter that your PABX is using.

Baud Rate

This is the baud rate of the PABX.

Bits

This is your PABX Data Bits.

Gap Time

This option is rarely used as most PC are quick enough, however if the PC is extremely slow you will need to delay each record coming into the PC.

Pre Processor

If the PABX requires a pre processor, select the pre processor here. (20 = None)

Soft Sorter

If the PABX requires a soft sorter, select the require soft sorter here. (0=No soft sorter)

You should ensure that there is a check box in the 'Save all telephone calls to the Telm.err file'. By selecting this option all calls that are received will be saved to the Telm.err file. This is done to assist with setting up Man3000. Once Man3000 has been correctly setup you should remove the check.

Once the PABX settings have been input correctly you need to make two test calls. The first call that you will need to make will flush both the PABX and the Man3000 giving you clean data afterwards. The second call will ensure that your settings are correct. When you terminate your second test call you should see it come through on your display area. If you do not see the call record come through you should check your PABX settings. If you think there is not a proper connection through the com port you can use the 'TX Fox'.

TX Fox

This option is used for testing of the PC's serial ports. When activated, this option will transmit a message "The Quick Brown Fox Jumped 0123456789" through the PC's TX pin. To test the PC serial port, the technician should short the following pins on either the DB 25 or DB 9 male connectors (serial ports) on the PC:

Function	PC DB 25 (male)	PC DB 9 (male)
PC 0 Volt	7	5
PC TX Data	2	3

PC RX Data	3	2
------------	---	---

When the TX (transmit) and RX (receive) pins are shorted on the PC (whether it is on the DB 25 or DB 9 connector), a message will appear. The message “THE QUICK BROWN FOX JUMPED 0123456789” will repeat three times and then “The Quick Brown Fox Jumped 0123456789” will repeat three times. This will continue in order for you to ensure that the com port is working correctly. If the message does not appear on the PC screen then something is wrong with the com port.

Then a second test should be conducted and that is to see whether the PC serial port is earthed. To do this test, the technician should short pins 2 & 3 and make sure that the “The Quick Brown Fox Jumped 0123456789” message is running on the Screen.

Once this message is running on the screen the technician should short pins 2,3 and 7(pin 5 on DB 9 connector). The “The Quick Brown Fox Jumped 0123456789” should stop because the signal was shorted to ground. If this message “The Quick Brown Fox Jumped 0123456789” still runs on the PC screen, then the PC serial port is not earthed and you do not have full two-way communication.

Telm.Err

If the buffer box is connected correctly, any RAW data coming from the PABX will be displayed on the Serial Port Settings screen. To view this RAW data ensure that the check box ‘Save all Telephone Calls to the Telm.Err File’ is checked.

Once the PABX format is set up, the technician should uncheck the ‘Save all Telephone Calls to the Telm.Err File’, to avoid raw data (call records before being processed) being saved unnecessarily.

Additional Buttons

TX Setup

This option allows a forced transmission of the PC date and time as well as the setup to the buffer box.

Clr Disp

This option clears the display area.

RX_Beep

PC beeps when the PC receives data.

Box Beep

Buffer box will beep when data is received from the PABX.

Reset

This option will force a reset of the Man3000 buffer box. The reset is the same as if the power was switched off, meaning that all calls in the Man3000 will be deleted and the initialization process will begin.

PABX Format Wizard

In order for your data to be correctly displayed your PABX formats need to be correctly set up. You will need to make three more test calls before you start. You need to make an incoming, and outgoing and an unanswered call. You should note the time of each call as well as the number dialled and extension that was used. Once the **three** calls are made you should use the PABX format wizard to assist you in correctly setting up the formats.

Number of formats?

All settings for an incoming call, an outgoing call and an unanswered call may be set up using a single PABX format. If the structure of the call record changes; a separate PABX format needs to be used. To determine the number of formats that are required following these steps:

1. Open the Telm.err file. (Settings → Serial Port settings → Telm.err)
2. Make the telm.err screen maximized
3. Look for consistency

E.G 1. assume that you have the following data from the three test calls that you made in your telm.err file.

2010/01/01	13:58:12	0114368100	203	3	1450	O		01/01/2010	01:58:12 pm
2010/01/01	13:59:02		200	2		U	0118678495	01/01/2010	01:59:02 pm
2010/01/01	14:05:17		200	3		I	0851234567	01/01/2010	02:05:17 pm

The data above is consistent. The dates and times, the number dialled, the extensions, the trunk lines and account codes are all under one another. The PABX has given the character O, U and I to differentiate between an outgoing, an unanswered and an incoming call. In this case a single PABX format can be used.

E.G 2. Now assume that you have the following data from the three test calls that you made in your telm.err file.

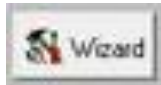
2010/01/01	13:58:12	0114368100	203	3	1450	O		01/01/2010	01:58:12 pm
2010/01/01	13:59:02		2	200		U	0118678495	01/01/2010	01:59:02 pm
2010/01/01	14:05:17		3	200		I	0851234567	01/01/2010	02:05:17 pm

The data above is not consistent. The dates and times and the number dialled are all in the same position however the extension and trunk lines are not. For outgoing calls the trunk lines are in one place and for incoming and unanswered calls the trunk lines and extensions are in a different place. The PABX has given the character O, U and I to differentiate between an outgoing, an unanswered and an incoming call. In this case two PABX formats are needed.

For simplicity the PABX format wizard will be explained using the assumption that the structure does **not** change.

Using Man3000 PABX Wizard

To access the PABX Wizard you will need to select **Settings**→**PABX Format 1** in your **PABX Format 1**



window, click on the button. The screen is split into two sections. The first section is a view of the telm.err file that you have saved. The second is a view of what the download screen will look like. When first accessing your PABX Wizard you will see on the bottom half of the screen Busy Check...

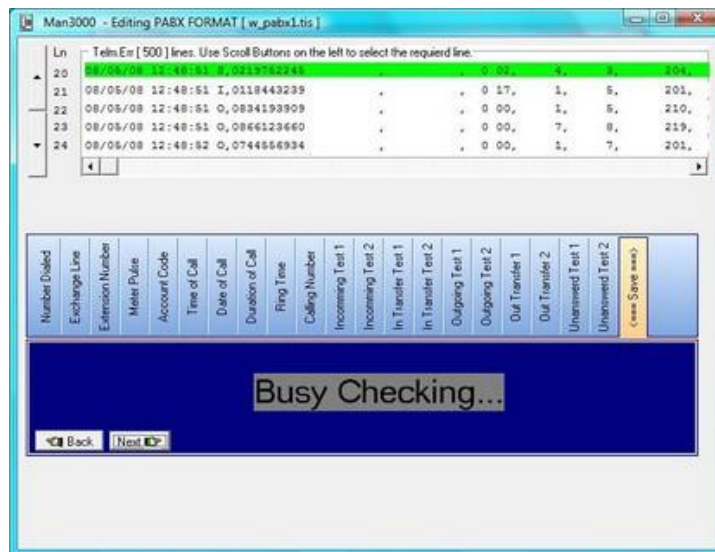


Figure 8

To set up the PABX format do the following steps:

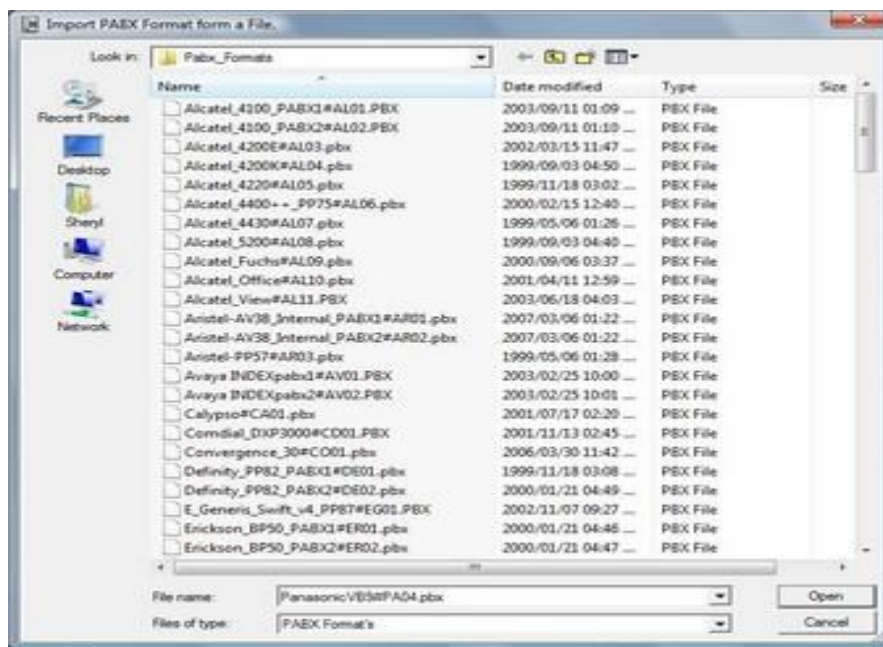
1. Click on the 'number dialled' in the bottom half of the screen.
2. Locate the outgoing call on the top half of the screen (use the up and down buttons, seen on the left-hand side of the screen).
3. There should be a red bar within your selected record
4. Using the 'Red Marker position' move the red marker to the number dialled within the record.
5. If necessary change the length of the marker by changing it in the lower half of the screen.
6. Once the red marker is in the correct position click the next button at the bottom of the screen.
7. Repeat steps 1 through 6 for each of the options. (Note that for 'Calling Number' you will need to select an incoming call). If you do not use an option simply disable that field. When you reach incoming test 1, go to step 8.
8. This test will look at each call record and determine what type of call it is. If you wish to test for incoming calls, enable this test. (Note that you should have your incoming call selected in the top part of the screen.
9. Once the enable test option is selected you will need to position the red marker in the correct place.
 - a. If you wish to test for an exact character find the character and position the red marker over the position. Then click the 'Read Marker' button.
 - b. If you wish to test for any number in a specific position (E.G. Testing for a number in the calling number position), find the position with the red marker.
 - c. If you wish to test for any letter in a specific position, find the position with the red marker.
10. Click the next button.
11. Repeat steps 8, 9 and 10 for each of the tests. If you wish to not test for something (E.G. unanswered calls) simply disable the test.
12. Once each of the tests have been completed or disabled click the next button to move to the 'Save' tab.
13. The 'Save' tab will give you a preview of what the call will look like in the download screen. Using the up and down buttons in the top half of the screen, cycle through each of the three calls that you made and ensure that they are displayed correctly.
14. Once you are happy that the calls are being displayed correctly click the 'Save PABX format' button.

Importing a predefined PABX Format

Certain PABXs have predefined formats. In order to import a PABX format follow these steps:

1. Ensure that the 'TIS' password has been entered.

2. Go to settings → PABX format 1
3. Click on the import button
4. Select the appropriate PABX



5. Click on “Open” and you will return to the PABX Format 1 screen, with new changes.
6. Click “Save”

Chapter 3- Registration of the Man3000 Software

Man3000 will correctly collect calls even if the software is not registered however certain functionality may be restricted.

How to Register your Man3000 Software

1. Enter the 'TIS' Password
2. Locate the Registration Form under Help → Technical Support

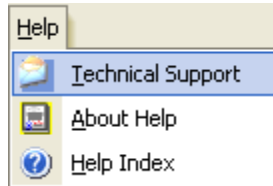
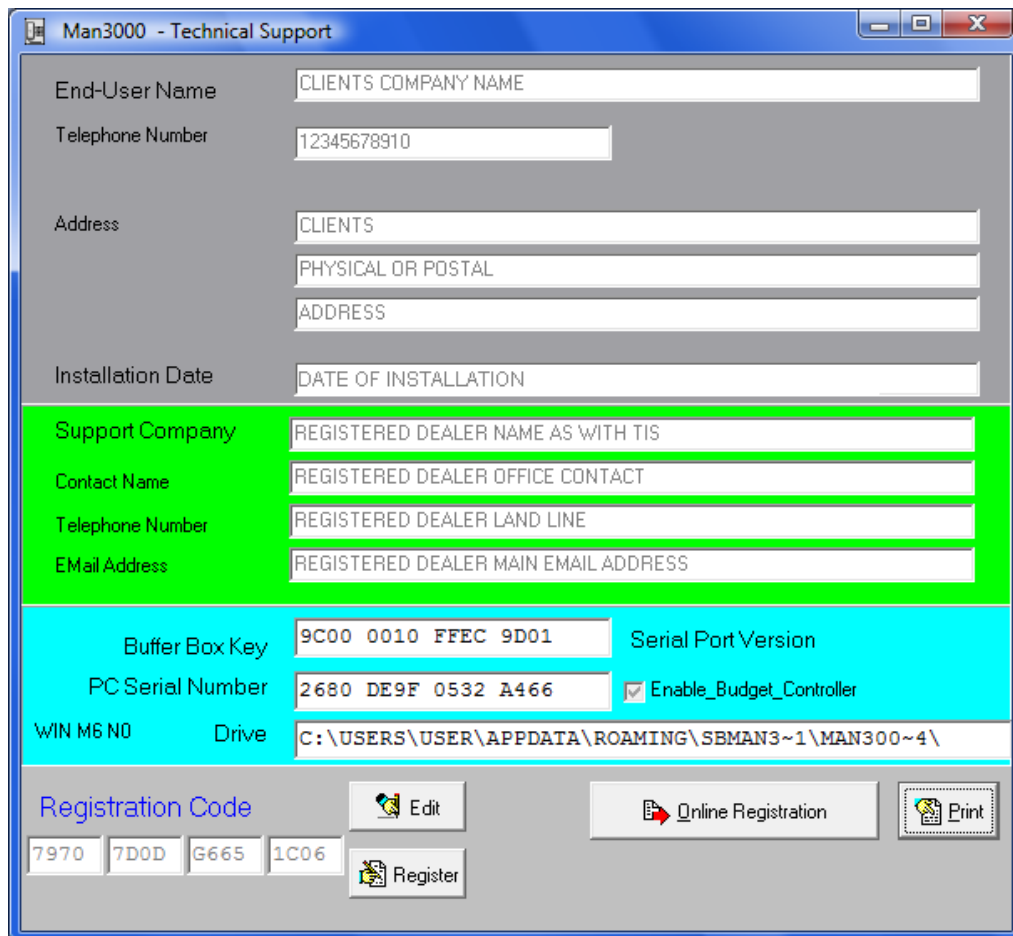


Figure 9

3. Fill in the form with the required information

A screenshot of the 'Man3000 - Technical Support' registration form. The form is titled 'Man3000 - Technical Support' and contains several input fields. The 'Support Company' section is highlighted in green, and the 'Buffer Box Key' and 'PC Serial Number' sections are highlighted in cyan. The 'Registration Code' section is at the bottom, showing a grid of numbers and buttons for 'Edit', 'Register', 'Online Registration', and 'Print'.

End-User Name	CLIENTS COMPANY NAME		
Telephone Number	12345678910		
Address	CLIENTS PHYSICAL OR POSTAL ADDRESS		
Installation Date	DATE OF INSTALLATION		
Support Company	REGISTERED DEALER NAME AS WITH TIS		
Contact Name	REGISTERED DEALER OFFICE CONTACT		
Telephone Number	REGISTERED DEALER LAND LINE		
E-Mail Address	REGISTERED DEALER MAIN EMAIL ADDRESS		
Buffer Box Key	9C00 0010 FFEC 9D01	Serial Port Version	
PC Serial Number	2680 DE9F 0532 A466	Enable_Budget_Controller	<input checked="" type="checkbox"/>
WIN M6 N0	Drive	C:\USERS\USER\APPDATA\ROAMING\SBMAN3~1\MAN300~4\	
Registration Code	7970 7D0D G665 1C06	Register	Online Registration

Figure 10

4. Once the information has been filled in, either the Man3000 may be registered online or you may print the form and fax it through to us. If the online registration process is used the PC will require internet access
5. In either case confirmation that the technician is at the computer is required. If the automatic process is used a 'one time password' is sent to the registered cell phone, and this is entered into the Man3000 Software.
6. If the manual process is used the form needs to be printed out and faxed to us.
7. In either of the above cases the unlock code will be sent to the technicians cell phone.
8. In certain cases you (the technician) may not be at the computer when the registration code is sent to your cell phone. There is no need to worry as anyone may enter the unlock code because there is no password required to enter the unlock code.

Chapter 4- Using the Man300 software

Long and Short call settings

Sometimes a PABX may send out call records for calls that were not actually connected. In order to account for this Man3000 can be set to not accept calls that have duration of less than XX seconds. This setting may differ for a mobile phone number, an international number, a national number and a local number. These settings may be found under the settings menu (Settings → Short / long call setup).

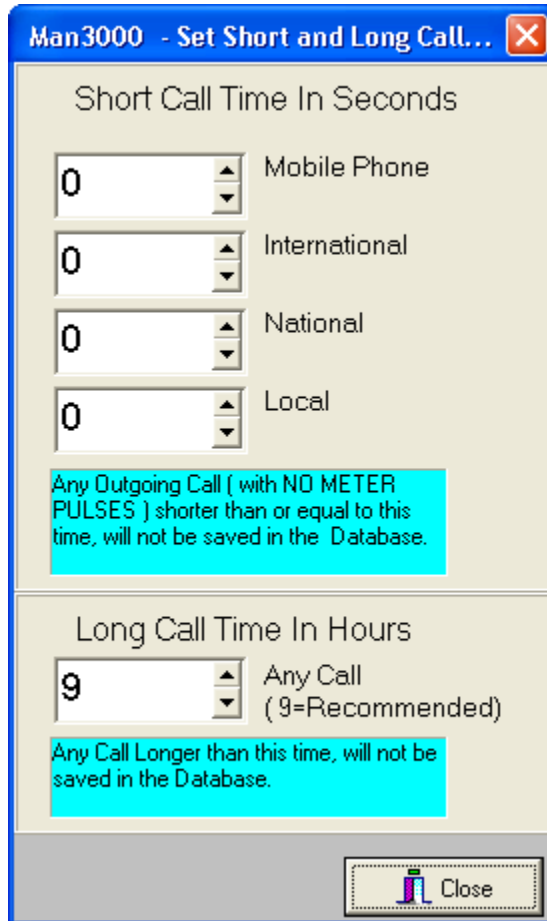


Figure 11

Long calls may also be set up. Any calls that are longer than this duration will not be saved in the database.

Further Password protection

There are a number of passwords and each password has a different level of access. The default passwords are as follows:

Password	Description
OPP	Operator Password
PIN	Allows PIN code adding/changing when using the Scanner
BOS	Management Password
TIS	Technician Password

The ‘TIS’ password should not be given to anyone as this level of access allows anything to be changed, including PABX settings and serial port settings. If you wish to change a password from the default to something else you will need to enter the ‘TIS’ password. Once the ‘TIS’ password has been entered select File→ New Passwords.

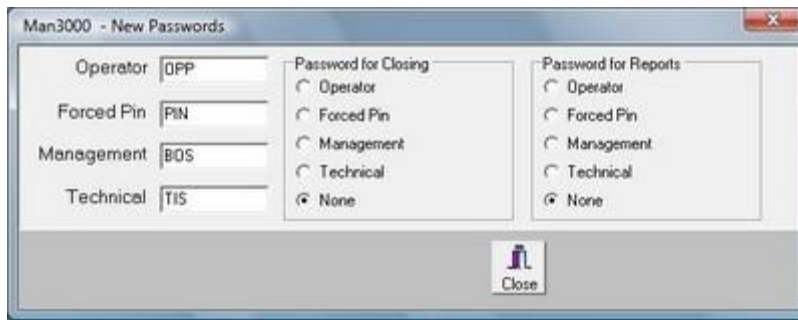


Figure 12

The operator password is the lowest level of access and is used in the normal day-to-day running of Man3000. The PIN password is only used for scanners. The BOS password is a management password and will allow the adding, deleting and editing of certain information. The BOS password will not allow access to the technical side of the Man3000 which includes the PABX formats and serial port settings.

These passwords may be used as a protective measure against closing the program and running reports. When the level of password is set for closing man3000 or running reports, all levels higher than what has been set can access the function.

E.G.: Assume that the management password is required for closing Man3000. When someone wants to close Man3000 they would need to enter either the management password or the technical password in order for them to close Man3000. The operator password will not work.

The Edit menu


Edit Department Name

Departments allow for further customization of the Man3000 software. The departments are required for running certain reports (E.G. department summary). A specific unit cost may be used when assigning departments. This allows each department to be charged for calls in a specific manner. This feature is most notably used in the Guest house industry E.G. where the guest house wants to mark-up the guests' calls but wants standard rates to apply for staff.

Each department number has a department name and a mark up. Simply click on the required block enter the name and select the mark-up from the drop down menu. Once you are done click on the 'Save' button. The departments' name will be displayed on the main screen (instead of their department number). The department list can be enabled or disabled from the main screen via speed buttons or the 'view' menu.

Edit Extension Information

In order to allocated an extension number to a specific name you will need to enter each of the extension names

next to the necessary extension numbers. To add an extension number to the list, click the  button.

Enter the first extension number (E.G. 200), and then select how many extensions you want. This number will then be sequentially added to the first extension. E.G. The first extension is 200 and you wish to have 4 extensions. Extension 200, 201, 202 and 203 will be added to the list.

Once the required number of extensions has been added; you now need to enter the name, assign it to a department and give the extension number a daily budget. Provision is made for a budget per day entry, which allows the customer to allocate and generate reports based on budgets. The extension name will be displayed on the main screen (instead of their extension numbers). The extension list can be enabled or disabled from the main screen via speed buttons or the 'view' menu.

Edit Highlight Values

In an effort for Man3000 to become more proactive, exception reports can be generated. Man3000 will monitor each call that comes in and will highlight calls that are outside of the limits set by you. You will need to set the Highlight Value of telephone call records, for Cost, Duration and Ring Time.

To set these limits select 'Edit High-Light Value'.

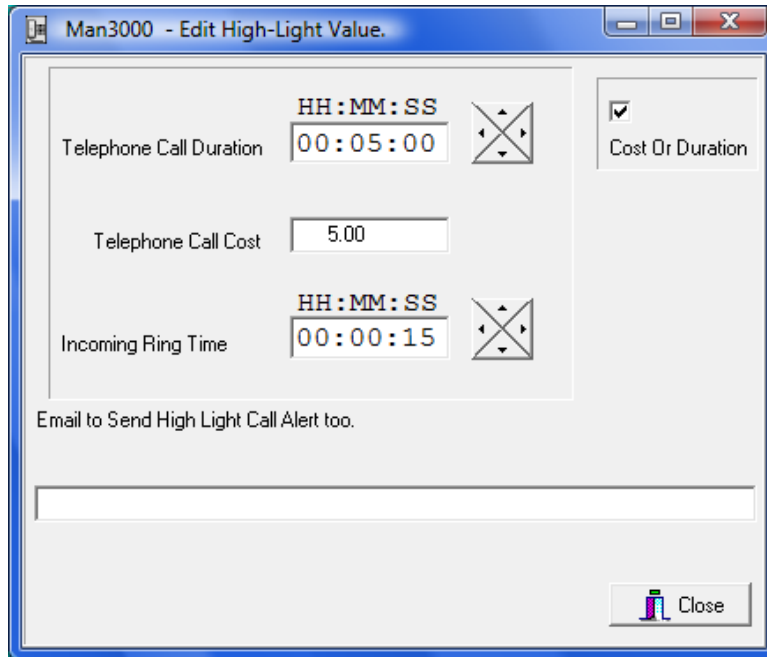



Figure 13

If there is an email address entered in the email field an automatic email can be sent when the Highlight Values have been exceeded. The Email can be sent via Outlook or SMTP (Provided that these have been set up in Man3000).

Edit Account Codes

If the PABX supports account codes then Man3000 can accommodate account codes. Man3000 has the capacity to store up to 20 000 account codes (between 2-8 digits in length). There are two ways to add account

codes. The first way is to click the  **Add** button and enter the account code. Once you have entered the account code you will then enter the name that the account code belongs to. The second way that account codes can be entered is through an import process. Click the 'Import' button to access the facility. The file that is imported needs to be in the format of 'Account code,Name of person'.

Edit Client Category Selection

There are 20 client categories which can be edited to suit the client's business needs. By having client categories, reports can be generated by groups.

Edit Client List

In Man3000, there is a client list which can contain up to 20 000 client telephone numbers. The client's name will be displayed on the main screen (instead of their telephone numbers). The client list can be enabled or disabled from the main screen via speed buttons or the 'view' menu. In order to add a new client to the client list select 'Edit Client list' then select either By Name or By Number. Click on the 'Add' button, enter the required information and then click the 'Save' button. If an email address is entered into the unauthorized field, and a call is made or received from this number, an email is sent to that email address.

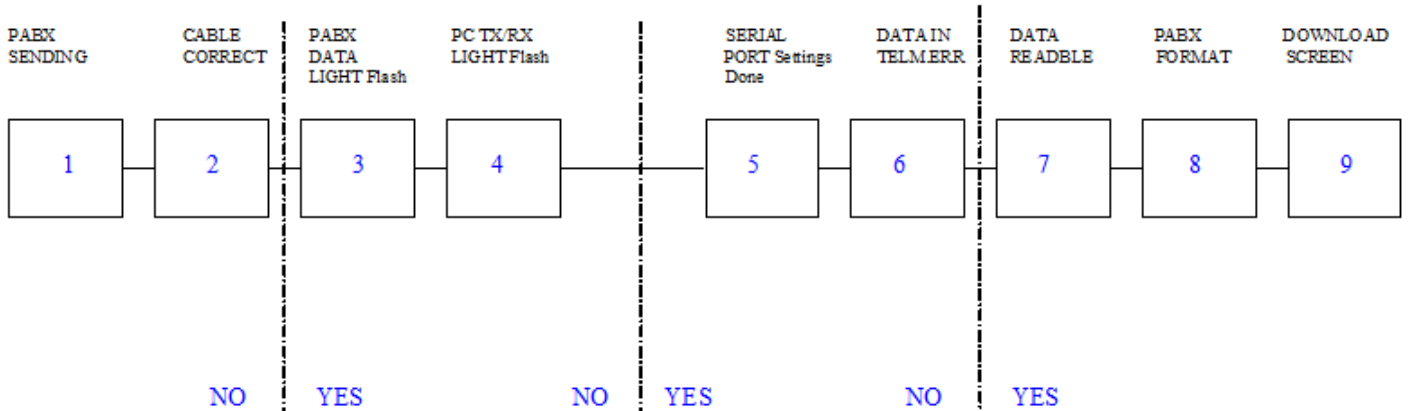
Edit Exchange Line Telephone Numbers

In order to edit the exchange line telephone numbers you will first have to establish the port/line numbering scheme for your PABX. Once you are in the 'Edit exchange line telephone numbers', select the "Add" button to enter the first line number, and then select the number of lines you want. E.G. The first line number is 7 and you wish to have 4 lines. Line numbers 7, 8, 9 and 10 will be added to the list. An associated telephone number is now required per port/line number e.g. 0114338100 - 7, 0828887766 – 8 etc. Now allocate the appropriate carrier to the telephone numbers i.e. Telkom or Least cost routing via Vodacom, MTN, Cell C or Virgin Mobile packages. These lines will now be costed at the applicable carrier call rates.

Trouble shooting

Procedure Diagram

FAULT DIAGRAM



Man3000 Buffer Wiring

Buffer to PC Wiring

Buffer Box DB15 Female	PC DB 25	PC DB 9	Function
11, 12, 13, 14	7	5	PABX OV
7			PABX DATA
4	2	3	PC TX Data
6	3	2	PC RX Data
8,15	22	9	RS232 Positive(+) Volt Can be used as CTS on some PABX's.
5			RS232 Negative(-) Volt Some PABX's require a negative voltage to enable the PABX to transmit.

PABX to Buffer Wiring (Standard SMDR)

Buffer Box	PABX
PABX	PABX TX
OV	PABX OV
+	PABX CTS