

Telephone Management for the Grandstream UCM61xx | 62xx | 65 xx



Revision History

Date	Revision	Description	Author	Information
20/07/2018	1.0	Initial Draft	Tyrone Nason	Initial Document Draft



Overview:

This document describes the steps required to successfully connect and configure the eCost Telephone Management Solution with the Grandstream UCM Series of IP PBX's Systems.

Grandstream UCM Series IP PBX

GRANDSTREAM FIRMWARE VERSION: 1.0.16.x or higher



STEP 1: Grandstream UCM IP PBX Login

Configure the Grandstream UCM through a Web browser such as Microsoft IE, Mozilla, Firefox, Google Chrome.



To access the Web GUI:

- 1. Connect the computer to the same network as the UCM6200.
- 2. Ensure the device is properly powered up and shows its IP address on the LCD.
- 3. Open a Web browser on the computer and enter the Web GUI URL in the following format:

where the *IP-Address* is the IP address displayed on the UCM6200 LCD. By default, the protocol is HTTPS and the Port number is 8089.

For example, if the LCD shows 192.168.40.167, please enter the following in your web browser: https://192.168.40.167:8089

4. Enter default administrator username and password.

STEP 2: Grandstream UCM IP PBX – API Configuration

API Configuration

Navigate: CDR -> API Configuration

Before accessing the API, the administrators need enable API and configure the access/authentication information on the UCM6200 first. The API configuration parameters are listed in the table below

	Entry the ID address of the DC where a Cost has been installed	
User Name: Password:	cdruser cdr1234	
Enable:	YES	
	Reset Certificates	
TLS Cert:	certificate.pem	
TLS Private Key:	private.pem	
Other Settings		
Permitted IP (s):	192.168.1.49 / 192.168.1.49	(+)
* Password :	cdr1234	
* Username :	cdruser	
TLS Bind Address:	0.0.0:8443	
Enable:		
Basic Settings		

STEP 3: eCost Software installation Process

Installation of the **eCost** Software can be easily accomplished in just a few minutes (often less than 5 minutes).

To download the latest eCost software please visit,

http://www.edevsystems.com

CD-ROM Installation:

If the eCost solution is being installed from a CD-ROM or similar, insert the eCost installation CD into your host system and locate the "eCost Setup.exe installation file.



eCost Setup.exe

Once you have started the installation process, you will see a series of setup screens. We recommend that you review each screen and make the appropriate selections to complete or abort the successful installation of eCost Software Application.

Where possible, select default options as this simplifies the eCost setup configuration.

eCost Installation Y2010.05-1				
	Welcome to the eCost Setup Wizard			
	This wizard will guide you through the installation of eCost TMS software package with features that include,			
M	-> Customer Database -> PBX System Information -> Job Overviews -> Job Reports -> True Client/Server -> SQL2003 Compliant Database			
eDev -	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.			
	Click next to continue.			
	Next > Cancel			

Click ` NEXT > ' to begin the setup process. Click ` Cancel ' to abort the installation process from any screen

eCost Installatio	on Y2010.05-1 License Agree Please review	ment the license terms before inst	talling eCost.	X
Press Page Down	to see the rest of the agre	ement.		
eDev Systems co	c. License Agreement and lir	nited Warranty		*
This legal docum ("Company") for software, any a ("Software"). By become bound b limited warranty prevent the inst	ent is an agreement betwee the software accompanying ssociated media, printed ma running the installation pro by the terms of this agreeme . If you do not agree to the allation from continuing.	en you (a single entity) and i g this agreement, which inclu terials and electronic docum gram for the software you a ent, which includes the softw terms of this agreement, ch	E Dev Systems udes computer lentation are agreeing to vare license and hoose "Cancel" to	-
If you accept the agreement to ins	terms of the agreement, s tall eCost. Click Next to con	elect the first option below. tinue.	You must accept t	he
Accept				
O Decline Nullsoft Install System	em v2 22			
rivalisore triscali syste	411 YERE	< <u>B</u> ack Next	> Cance	el
		< <u>B</u> ack <u>N</u> ext	> Cance	el

• "Accept" or "Decline the License Agreement



- Select the components to install:
 - (a) eCost Software Files
 - (b) Shortcuts (Short Cuts and Start-up Short Cut)

eCost Installation Y20	18.06-1	
E	Choose Install Location	
	Choose the folder in which to install eCo	ost.
Setup will install eCost ir select another folder. C	the following folder. To install in a different ick Next to continue.	folder, click Browse and
Destination Folder		
c:\eCost		Browse
Space required: 44.8MB		
Space available: 38.9GB		
Nullsoft Install System v2.2	2	
	< <u>B</u> ack	ext > Cancel

• Choose the installation location where eCost must be installed

6	Choose Sta Choose a S	art Menu Folder tart Menu folder for	the eCost shortcuts	5.
Select the Start Menu fol	der in which vou	would like to create	the program's shor	tcuts. You
can also enter a name to	create a new fo	lder.		
eCost				
Accessories				
Administrative Tools				Â
Alcatel				=
BELL PRO				
Borland Delphi 7				
CMSS				
CTI_phone				
EA Games				
eCost				
EMS				-
ESEI				
Do not create shortcu	its			
soft Install System v2.22				

• Choose Start Menu Folder Description and press Install to begin the installation

eCost Installation Y201	.0.05-1	
6	Installing Please wait while eCost is being installed.	
Create folder: C:\Users\;	admin \AppData \Roaming \Microsoft \Windows \Star	t Menu\Programs\e(
Nullsoft Install System v2.22	2 < <u>B</u> ack Next >	Cancel

• eCost software installation will start and the progress will be shown



• Once the installation has been completed, visit the web for product New, Tips and FAQ's

STEP 4: eCost DX10 Dongle Setup & eCost Software Configuration

The eCost Telephone Management software is accompanied by a DX10 Dongle hardware license.

DX10 Dongle

The D10 Dongle is used to authenticate the eCost software and required as part of the overall solution. The driver installation process of the D10 Dongle is described below.

Driver installation Procedure

(1) Insert the hardware - DX10 Dongle into an available USB port on the customers PC.

Once you install the hardware, depending on the windows operating systems being used, an installing drive detection window will appear in the bottom right corner.



Open the device manager from the control panel

A Device Manager
<u>File Action View H</u> elp
🔺 🚔 Edev-Mobile
b 🖓 Batteries
⊳-⊗ Bluetooth Radios
▶-1. Computer
P 👝 Disk drives
Display adapters
▷ 🚉 DVD/CD-ROM drives
> Um Human Interface Devices
G IDE A I A/A I API controllers
> Sinaging devices
Reyboards
 P - Write and other pointing devices Modema
Monitor
Network adapters
Other devices
Second Port
Sound, video and game controllers
⊳ - ¶■ System devices
> - Universal Serial Bux controllers

You will notice, under **"Other Devices"**, USB Serial Port. Right click on the 'USB Serial Port', select properties. The "USB port properties window is displayed. Select Driver Tab page

SB Serial Port Properties	
General Driver Details	
USB Serial Port	(COM47)
Driver Provider:	FTDI
Driver Date:	2011/03/18
Driver Version:	2.8.14.0
Digital Signer:	Microsoft Windows Hardware Compatibility Publisher
Driver Details	To view details about the driver files.
Update Driver	To update the driver software for this device.
Roll Back Driver	If the device fails after updating the driver, roll back to the previously installed driver.
<u>D</u> isable	Disables the selected device.
<u>U</u> ninstall	To uninstall the driver (Advanced).
	OK Cancel

Press the "Update Driver" button

You will be show a "Update Driver Software" window. This window allow you to load the particular driver for the DX10 Dongles.

\bigcirc	<u>0</u> U	pdate Driver Software - USB Serial Port (COM47)	×
	How	do you want to search for driver software?	
	•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
	•	B <u>r</u> owse my computer for driver software Locate and install driver software manually.	
			Cancel

Select the "Browse my computer for driver software" button. At this stage of the driver installation, it is important to select the correct path for the correct equipment being installed.

DX10 Dongle Driver Folder

When installing the windows driver for the DX10, you must select the **DX10 Driver** folder.

Update Driver Software - USB Serial P Browse for driver software on y	vort (COM47)		
Search for driver software in this location	1:		
C:\eCost\DX10 Driver		 Browse 	
➔ Let me pick from a list of o This list will show installed driver s software in the same category as t	device drivers on my oftware compatible with t he device.	/ computer the device, and all driver	
			-

Once the driver has been installed, you will be presented a window that tells you that the driver has been successfully installed.



You will see that under the "Ports (COM & LPT)", there is new hardware installed. The USB Serial Port (when DX10 dongle is installed). You will also see the com port that has been assigned to the device.

STEP 5: eCost Configuration & Setup

Opening **eCost** from the windows start button (windows 7) is shown below. eCost will installed under the "eCost" folder. You will now notice an eCost icon. A desktop icon is also placed onto the desktop.



Start eCost Software by expanding All Programs and under "eCost" folder. Once started, you will see the eCost splash screen.

eCost Software will open and you will need to enter the technical password. Default is "admin"

STEP 5.1: eCost Loading Filters

eDev Systems: eCost: Y2018.05-2						
Show 🔀	Hide Graphs 👔 Snap	shot		- 🗆 ×		
Basic Reports	Edit Budgets Tools	Settings Dash Board	ls Alerts View	Help		
Cost Calls Recost	Mark-Up % Delete Records	Properties Dial C	odes Cost Tables			
Date/Time	Extension Ext Name Type	Place Num	ber Name Duration Cost	(exc VAT) Cost (inc VAT) Ring Trunk Lin		
	eC S Please e Logon Password:	Cost: Enter Password enter the password ***** V DK Q Cancel				
A 2022 0%	52 222 Decorda	. E. HeatPort: 22	2 Offling	C Thu 07 lun 2019 10:50:02		

Navigate to the Settings menu and Select Filter 1.

		eDev Sy	stems: eCost	Y2018.05-2				
Show	🙀 Hide 🛫	Graphs 🚮 Snaps	shot)					- 🗆 ×
Basic Repo	rts Edit Bud	gets Tools	Settings	Dash Boards	Alerts	View	Help	
Geo - Config SSD	PABX Ethernet	Filter 1 Itter 2	Filter 3 Filter 4	Filter S Fixed	d Field Iter	Min/Max Call Duration		
Date/Time	Extension Ext	Name Type	Place	Number	Name D	uration Cost (exc	VAT) Cost (nc VAT) Ring Trunk Lin
			<no data="" dis<="" td="" to=""><td>playo</td><td></td><td></td><td></td><td></td></no>	playo				
•								Þ
€ mn	0%	22 777 Records:	0 H	lostPart ???		Ottine G	Thu. 0	Jun 2018 11:17:45 📑

Once the Filter 1 Screen opens, you need to load the filter by selecting the "Load Filter" Button

	eCost: PABX Filter 1		×
PABX Filter	1		
Raw Data Incoming Outgoing	Unaswered		
0 1 1234567890123456789012345678901	234567890123456789012345678901234567890123	45678901	234567890 23456
	Length		
Date Of Call 113	-C- YYYY/MM/DD or YYYY MM DD	~ ?	Load Filter
Time Of Call 124	-A- HH:MM:SS or HH MM SS	v 🧿	Save Filter
Extension 024	003		Save Fricer
Trunk Line 081	003		
Dialed Number 000	000		
Account Code 000	000		
Pin Code 000	000		
Call Duration 135	-G- SSSSS [Length = 5]	v	
Ring Duration 000	000 Select time format	v 🧿	
Caller ID 004	016		Pause
			Close

The Load Filter screen will be shown.

On the previous step, you selected Filter 1. Now select Grandstream UCM 61xx | 62xx | 65xx (Filter 1)

eCost: PABX Filter Loader		E
PABX F:	ilter Loader	
PABX System Filter:		•
	PABX System Filter Ericsson-LG Aria IP100/800 - SSD Buffer (Filter 1) Ericsson-LG Aria IP100/800 - DX10 (Filter 1) Asterisk - DX10 (Filter 1) Asterisk - DX10 (Filter 1) Grandstream UCM 61xx[62xx]65xx (Filter 1) Grandstream UCM 61xx]62xx[65xx (Filter 2) Dessence (FILE)	E
	Panasonic HTS32 - DX10 (Filter1)	← ♦ Cancel

Repeat, the steps above and load the preconfigured filters for **Filter 2** also.

STEP 5.2: eCost Fixed Filter Setup

eCost Fixed Filters is a way to convert the CSV file format data used by the Panasonic HTS3 Pbx system, into a fixed format. The Fixed format then is set to the filters for call checking.

• Select Fixed Filter



• Select Panasonic HTS32

eCost: Fixed Field Parameters							
Fixed Filter Format							
0 123456789012345	67890123456789012	4 34567890123456	7890123456789012345	678901234567890123456789012345678901234567			
•				E.			
🗹 Enable / Disable	Alignment: 💿 alLefi	: 🔘 alRight	ration Character: ,	Standard Fixed Options			
			Process Fields: 22	Select Fixed Filter Option			
Space	e Space	Space	Space	Samsung SCMC & SCME			
Fields 1> 6	11> 20	21> 0	31> 0	Panasonic HTS32 iServ U20 & U80 by Epygi			
2> 5	12> 20	22> 0	32> 0	Astensk Grandstream UCM 61xx 62xx 65xx			
3> 16	13> 20	23> 0	33> 0				
4> 16	14> 6	24> 0	34> 0				
5> 13	15> 6	25> 0	35 -> 0				
6> 25	16> 10	26> 0	36> 0				
7> 10	17> 0	27> 0	37> 0				
8> 10	18> 0	28> 0	38> 0				
9> 5	19> 10	29> 0	39> 0				
10> 0	20> 0	30> 0	40> 0				
				Apply I Close			

STEP 5.3: eCost DX10 Selection

The next step is to configure and select the DX10 dongle for the Panasonic HTS32 Pbx system.

Select the DX10 Dongle button, found on the toolbar. You will only see this toolbar button, if the DX10 windows driver has been installed successfully.



You will see two tabs, General & HTTP Protocol

eCost: DX10 Dongle				-	-		×
💊 DX10	Dongle	Settings					
DVTO	DOUT	<u>efittane</u>					
0 1 1234567890123456	2 3 7890123456789012	4 5 345678901234567890123	6 34567890123456	7 8 7890123456789012	9 3456789012345	0 67890123456789	1 2 0123456789012345
General HTTP Pro	tocol						
DX10 General Set	tings						
DX10 Serial Numb	er - HTTP DX10 = B	020×RRD	*				
Raw Data Check	er - None		*				
							Close

eCost will connect to the Grandstream UCM IP PBX platform HTTPS (SSL) protocol and Download the CDR file for processing.

(a) Enter PBX IP Address -> 192.168.1.222
(b) Enter the Port -> 8443
(c) Enter Username -> cdruser
(d) Enter Password -> cdr123
(e) Select "Request Interval" -> 5minutes ... 1 Hour
(f) Select Communicate & Apply

HTTP Log File Debug Trace will allow you to see the actual downloaded HTTP log files. This is usually done when technical difficulties arise due to firewalls or similar issues.

eCost: DX10 Dongle						×
STA DOULA	e Settings					
0 1 2 12345678901234567890123456789	3 4 5 01234567890123456789012	6 7 234567890123456789012	8 234567890123456	9 0 78901234567890	1 2 123456789012345678901:	23456
General HTTP Protocol	III					Þ
HTTP Protocol - {Grandstream U	CM62xx}					
Communicate - 🔽	R	equest Interval : 01:00	 Minutes 			
UCM IP Address - 192.168. 1	. 222 8443	DateTime Sy	ync			
Username - cdruser						
Password - cdr123						
HTTP Log Fil	2					
					Apply 🚺 Clo	ise

STEP 6: Test Call

You can now make a test call. If all of the above steps are followed, you should see your calls in the LIVE Screen.

/end.