**Samsung V6**

**FAQ**

**2016 v2**

This document covers some frequently asked questions for the Samsung Call Management software which includes some troubleshooting, list of services and installing ISDN call recording.

**Not receiving any SMDR data**

If you are not receiving SMDR you will not have any data in your reports catalogue or any extensions showing under the call recordings section.

1. Ensure under licence and product information and license information, the IP Address of the phone system is correct.
2. Ensure the phone system settings are correct.
3. Restart the Tollring IP Capture service.

Additionally with Samsung phone systems running software versions 4.7 or newer there is an additional section within the system called ‘Management IP White List’ in which you will need to enter the Call Management Servers IP address to allow it to collect call data.

**Client is unable to connect to the database**

1. Ensure the client PC has the same software version as the server PC. You can check the version of the software by going into the tollring folder; right click the callmanagement.exe, properties, details tab.
2. On the server PC, ensure password protection is not on. This can be turned off by going into the Network and Sharing Centre, change advanced sharing settings.
3. On the client PC, open the tollring.ini configuration file which is located on the C drive, Tollring folder. Ensure all paths lead to the Servers Tollring folder. The Servers IP Address should be correct. For example, **\\192.168.2.30\Tollring\**
4. On the client PC, copy this path into the windows explorer or start menu and try to run it. No authentication should be needed and the Tollring folder on the server should be accessible.

**No call recordings are showing?**

1. Check if the call recording unit is connected correctly. See page 4 for connecting call recording boxes.
2. Go to services and restart the following services:

* HyperEngine
* HyperCore – only for 2 call recording units
* HyperCompress

**How do you create custom widgets?**

Once you have opened and filtered a report to show what you would like, click ‘create widget’ which is located on the top right corner of the software. You can choose which fields you would like to show in the widget. Once satisfied, click ‘create new widget.’ The widget will be saved under the Dashboard, Custom Widgets folder.

**How do you create custom reports?**

Open the report and filter it the way you would like. Once complete, click on ‘add to my reports’ which is at the top right corner of the software. This will save the custom report into ‘My Reports.’

**How do I change the IP Address of the phone system?**

Go into the license/product information and click on license information. At the bottom you can change the IP Address of the phone system under the ‘PBX IP Address’ section.

**What does the % answered column mean?**

This column is calculated by total calls that were answered in target over total answered. DDI Summary report, Performance Summary report, Response Analysis, and all Time Interval reports **except** Chronological report have this column.

**What does GOS% column mean?**

The GOS% is calculated by total calls answered in target over total calls offered. Response Analysis and DDI Summary report have this column.

**What does %missed column mean?**

This column is calculated by total missed over total offered. The Performance Summary and DDI Summary report have this column.

**I cannot add extensions in the configuration?**

In version 6 extensions are automatically added into the configuration section when a call is made to or from the extension.

**How do I use the call recording web?**

Type the IP Address of the server that has the call management software installed on into the URL.

Example: <https://192.168.10.2:8181>

**Total number of client licenses exceeded error appears when opening the software error occurring**

By default you only have 1 client license which means you can only open the software on one PC at a single time. You can purchase more client licenses if you require the software open on several PCs.

**More extensions have been detected on the phone system than are licensed on the software error occurring**

There are two things to check when you receive the error ‘we have noticed you have more extensions on your phone system than are licensed in the reporting software.’ Firstly, please check if you have the correct number of extensions licensed on the software. This can be done by going to help/product information and license information. Here you will see the license information such as install key, number of clients and number of extensions. Please ensure you are licensed for the correct number of extensions. If you are not, you can call us and we will check the licensing for you. Secondly, under configuration, extensions folder and extensions; you will see the list of extensions that have been automatically detected by the software when a call has been made to or from an extension. Please ensure these extensions are under the correct extension types. For example, all auto attendant extensions should be assigned to the auto attendant or virtual port extension type, all ACD groups should be under the ACD Group extension type and all trunk extensions should be assigned as trunk.

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| **Services** | |
| Tollring IP Capture | Captures data from the phone system |
| HyperEngine | Records calls |
| HyperCore | Used with 2 or more call recording boxes |
| HyperCompress | Compresses call recordings |
| Voice Recording Parser | Processes call recordings |
| Tollring Scheduler | Processes SMDR Data |

**What are the Different Call Types?**

**I/A**

Incoming answered is a call that was inbound and answered by an agent and is the first call record for incoming calls we receive. All call information except for the duration will be shown as the duration is given in the INC record.

**INC**

Incoming complete calls are calls that have been answered by an agent then completed. This record will show all the call information including the total duration and the final extension the call ended on.

**I/T**

Incoming transferred calls are calls that were picked up by an extension and then transferred to another extension.

**I/U**

Incoming unanswered calls are calls that were hanged up before being answered by an agent or answered by the auto attendant and then hanged up before being transferred to a group or extension.

**INX**

Internal calls are calls that were made within the business from one extension to another.

**Bounced**

Bounced calls are incoming calls that come to an extension but are not answered and therefore go to another extension until it is answered or opposite hang up. These records appear each time an incoming call is bounced to another extension. This function should be enabled on the phone system in order for it to appear in reports.

**OUT**

Outgoing calls are calls made out of the business to an external number.

**ACD Group Reports**

An ACD Group is simply just a group of extensions such as a sales group. ACD Group Live and ACD Group Summary reports display live and historic call information for all ACD Groups providing information on total calls, total missed calls and average ring time for each ACD Group.

**Extensions Reports**

Standard reports section provides you with many reports on extensions. You will be able to see call information on all extensions such as total calls answered, calls missed and average talk time.

**DDI Reports**

A DDI is a telephone number that customers dial to reach a company. DDI Detailed and DDI Summary reports provide call information such as total calls, total missed and total talk time for every DDI. Many DDIs can be assigned to one specific ACD Group and many ACD Groups can be assigned to a specific DDI.

**Installing ISDN recording box drivers on Windows 8.1 and Windows Server 2012**

Call Recordings will not work unless the following steps have been carried out to install the drivers:

In order to install the drivers on Windows 8.1 follow the steps below;

1. Search for Advanced Start-up and then click on restart
2. Once the PC has restarted Click Troubleshoot
3. Click Advanced Options
4. Click Windows Startup Settings
5. Click Restart
6. Select option 7 - Disable driver signature enforcement
7. You will now be able to install the drivers

In order to install the drivers on Windows Server 2012 follow the steps below:

1. Open the Power menu by normal means, such as via the Settings charm.
2. Hold down the Shift key and select Restart.
3. Select a reason for restarting the server and click Continue.
4. Windows will shut down
5. Select Startup Settings on the Advanced options screen, then click Restart.
6. Select option 7 - Disable driver signature enforcement
7. You will now be able to install the drivers

**How do you connect the call recording box?**

**ISDN 30 – 1 Port**

**Tollring Call Recording Box**

**RJ-45**

**Splitter**

**ISDN 30**

**USB**

**PCC**

**PBX**

**ISDN 2 – 8 Channels – have 4 ISDN2’s**

**Tollring Call Recording Box**

**RJ-45**

**RJ-45**

**USB**

**PC**

**Splitters have a black wiring diagram**

**Special**

**Splitter**

**Special**

**Splitter**

**ISDN 2**

**ISDN 2**

**ISDN 2**

**ISDN 2**

**PBX**

**ISDN 2 – 6 Channels – have 3 ISDN2’s**

**Tollring Call Recording Box**

**RJ-45**

**RJ-45**

**USB**

**PC**

**Splitters have a black wiring diagram**

**Special**

**Splitter**

**ISDN 2**

**ISDN 2**

**ISDN 2**

**PBX**

**ISDN 2 – 4 Channels – have 2 ISDN2’s**

**Tollring Call Recording Box**

**RJ-45**

**RJ-45**

**USB**

**PC**

**Splitters have a black wiring diagram**

**Special**

**Splitter**

**ISDN 2**

**ISDN 2**

If you are still having issues then you can log a ticket on our support website [www.support.tollring.com](http://www.support.tollring.com) or give us a call on 01895 464 019.