

CooVox Series Billing System User Guide

Software version: v3.2.0

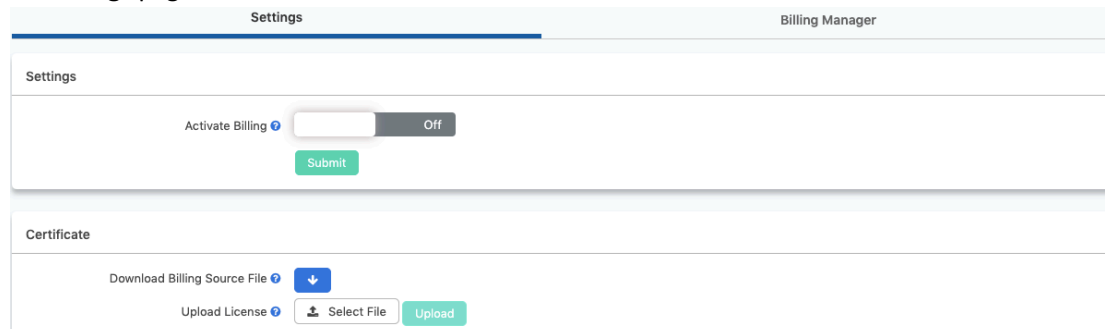
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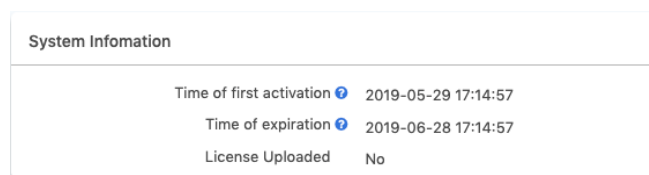
Free Trail

Billing module is a new feature added on v3.2.0 software of the CooVox series IP PBX. You can have a free trail of billing module for 30 days.

Please make sure you have upgraded your software to v3.2.0, then please go to **Addons -> Billing -> Settings** page.



Activate billing by turn on the **Activate Billing** switch button. Now you should see billing system information as below.























System Information	
Time of first activation	2019-05-29 17:14:57
Time of expiration	2019-06-28 17:14:57
License Uploaded	No

Time of first activation and time of expiration will display. At this moment, **License Uploaded** status will be **No**.

Now billing free trail is activated. Please click on Billing Manager menu to create a billing user account. Billing user name will be generated in “bill-xxx” format, and the password for this user will be a random password. Password can be changed if you wish to.

Extensions

After login with the billing user credentials, you’ll first see the **Extensions** page, all extensions will be listed here.

Extension	Username	Total Recharges(\$)	Balance(\$)	Credit(\$)	Payment Type	Status	Options	
<input type="checkbox"/>	100	ZYCOO	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	101	Extension1	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	102	Extension2	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	103	Extension3	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	104	Extension4	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	105	Extension5	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	106	Extension6	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	107	Extension7	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	108	Extension8	0.0000	0.0000	0.0000	Prepaid	Unlocked	 
<input type="checkbox"/>	109	Extension9	0.0000	0.0000	0.0000	Prepaid	Unlocked	 

0 Selected / 17 Total

You may search extensions by extension number, extension status and the payment type from the top of the extension list.

Total Recharges indicate how much money the extension user had recharged in total, from the beginning of billing module been activated. It will be reset if the extension payment type had been changed.

Balance indicates how much balance the extension user got left.

Credit can be set for each extension, after their account balance is finished, they can still make calls using their credit, once credit is out outbound calls will be stopped.

Payment Type can be set as **Prepaid** or **Postpaid**, if prepaid, the users have to make payments to their accounts first, their credit can be set as 0, if postpaid, their accounts need to be set with sufficient credit, otherwise they will not be able to make outbound calls.


Extension **Status** can be manually changed to **Unlocked** or **Locked** state to grant or ban outbound dialing.

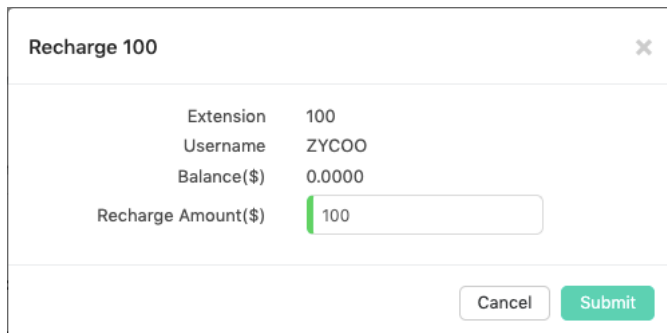
To **Recharge** for the extensions, please select at least one extension and click on the **Recharge** button.

Recharge ✕

Extension: 100, 101, 102, 103, 104, 105


Recharge Amount(\$):

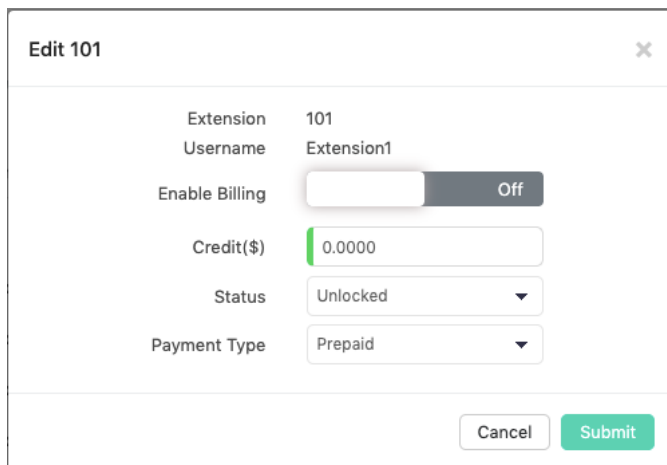
Or click on the  button to recharge for a specific extension.



Recharge 100 [X]

Extension	100
Username	ZYCOO
Balance(\$)	0.0000
Recharge Amount(\$)	<input type="text" value="100"/>

By clicking on the  button, you can edit some properties of the extension related with billing.

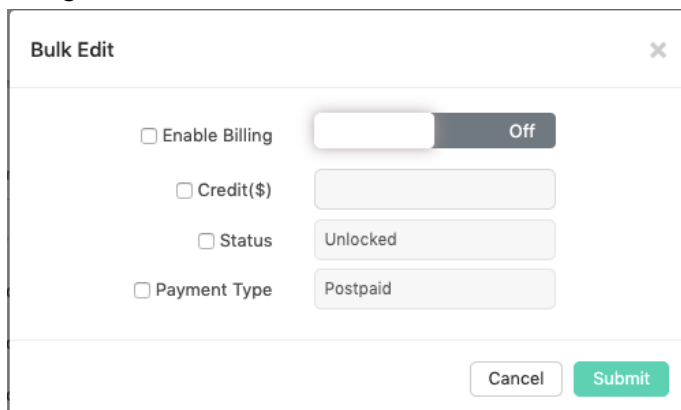


Edit 101 [X]

Extension	101
Username	Extension1
Enable Billing	<input type="checkbox"/> <input type="checkbox"/> Off
Credit(\$)	<input type="text" value="0.0000"/>
Status	Unlocked ▼
Payment Type	Prepaid ▼

Credit, Unlocked/Locked Status and Payment Type can be changed.

And as you can see, by default, all the extensions are not enabled with billing. If billing is not enabled for the extension, outbound phone calls will never be billed on the extension. To enable billing, select those extensions and click on **Bulk Edit** button.



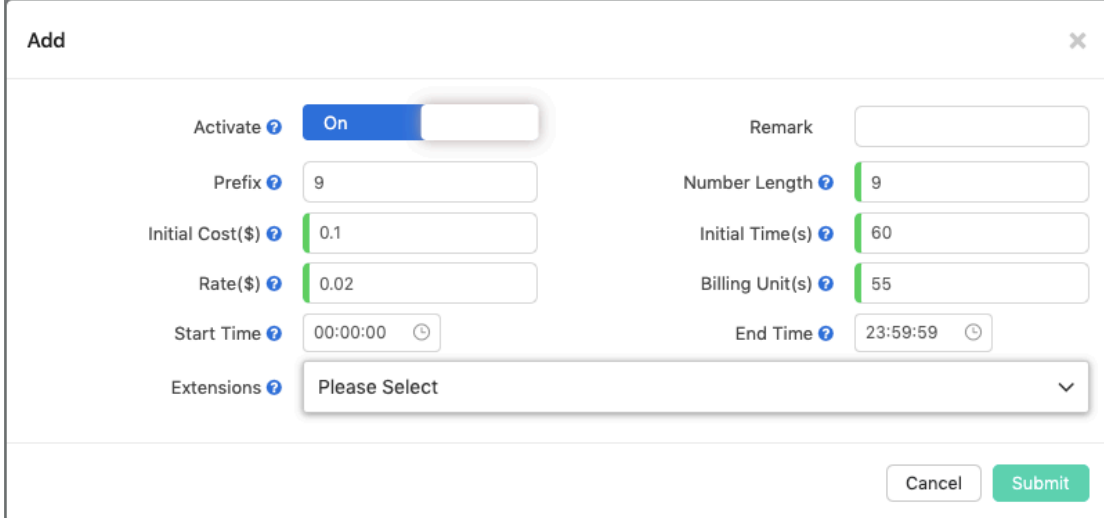
Bulk Edit [X]

<input type="checkbox"/> Enable Billing	<input type="checkbox"/> <input type="checkbox"/> Off
<input type="checkbox"/> Credit(\$)	<input type="text"/>
<input type="checkbox"/> Status	Unlocked
<input type="checkbox"/> Payment Type	Postpaid

Check the **Enabling Billing** checkbox and turn on the switch button to enable billing for the selected extensions. And you can also set **Credit, Unlocked/Locked Status and Payment Type** for the selected extensions if you want to set them with the same settings.

Rate

Rate is the key of billing, all extensions' outbound phone calls will be billed with the rate rules. To setup a billing rate, please click on **Add** button on the **Rate** page. Below is an example of a billing rate.



The screenshot shows a form titled "Add" with the following fields and values:

- Activate: On (switch)
- Remark: (empty text box)
- Prefix: 9
- Number Length: 9
- Initial Cost(\$): 0.1
- Initial Time(s): 60
- Rate(\$): 0.02
- Billing Unit(s): 55
- Start Time: 00:00:00
- End Time: 23:59:59
- Extensions: Please Select

Buttons: Cancel, Submit

Turn the **Activate** switch button on or off to set this rate valid or invalid.

Remarks can be added for easy identification of this rate.

The **Prefix** and **Number Length** of each rate need to comply with each outbound dial rules you have configured. For example, you have configured a dial rule which uses 9 as prefix, and by using this dial rule you can dial city landline numbers (8 digits) and mobile numbers (11 digits). Then you need to create 2 rates, both with prefix 9, and one with number length 9, another with number length 12.

Why two rates for only one dial rule? This is because with the same dial rule you can make outbound phone calls to numbers of different service providers, and the cost might be different. Make 2 separated rate rules you can set different rate costs. If the cost is the same, then you can make one rate with prefix 9 and number length 0, 0 will match any number length.

Initial Cost and **Initial Time** can be set for special billing at the beginning of each outbound phone calls. If it's not needed, please set both of them as 0.

Rate and **Billing Unit** will make up the main billing rule, these two parameters determine the cost of calls within each time unit out of the **Initial Time**.

The sum of **Initial Cost** and the costs accumulated of each **Billing Unit** will be the total cost of the

outbound phone calls.

Start Time and **End Time** determine within which time block this rule is effective. The outbound call made out of this block will not be billed by this rule.

In the **Extensions** section, select which extensions should be billed by this rule. After the above settings, you have configured a complete billing rate. Please add more rates as per your outbound dial rules the same way.

Recharge History

From the **Recharge History** page, you can check recharge history of the billing extensions.

Time	Extension	Pre-balance(\$)	Recharge Amount(\$)	Post-balance(\$)
2019-05-31 12:04:18	Extension6[106]	0.0000	200.0000	200.0000
2019-05-31 12:04:03	Extension5[105]	0.0000	100.0000	100.0000
2019-05-31 12:04:03	Extension4[104]	0.0000	100.0000	100.0000
2019-05-31 12:04:03	Extension3[103]	0.0000	100.0000	100.0000
2019-05-31 12:04:03	Extension2[102]	0.0000	100.0000	100.0000
2019-05-31 12:04:02	Extension1[101]	0.0000	100.0000	100.0000
2019-05-31 12:04:02	ZYCOO[100]	0.0000	100.0000	100.0000
17 Total				

In the search field, by giving a time block and extension number or username keywords, you can search the recharge history of certain extensions which match the keywords.

The search results can be downloaded if required.

Pre-balance indicates how much balance left before the extension recharge is performed.

Recharge Amount indicates how much money the users recharged for their accounts.

Post-balance indicates how much balance left after the recharge is done.

Call Log

On **Call Log** page, you can check the outbound call logs of the extensions, the cost of each outbound call is also displayed.

From	2019-05-31	To	2019-05-31	Keywords	102	Per Page	10	Search	Download Search Results
Start Time	Call From	Call To	Duration	Trunk Name	Cost(\$)				
2019-05-31 15:03:31	Extension2[102]	988360046	00:03:58	FXO-1	0.1400				
2019-05-31 15:02:12	Extension2[102]	965302387	00:00:39	FXO-1	0.1000				
2 Total									

In the **Keywords** field, you may specify part or full extension number or username to search the outbound call logs of certain extensions which match the specified keywords.

By using the **Download Search Results** you can download the search results as a MS Excel.

Statistics

On **Statistics** page you can have statistics of the total outbound call time, average call time and total costs of all extensions' or certain extensions' outbound phone calls.

From	2019-05-31	To	2019-05-31	Per Page	10					
Extension		Statistics By	Day							
				Search	Download Search Results					
Date	Extension	Calls	Total Call Time	Average Call Time	Total Cost(\$)					
2019-05-31	All	5	0:12:22	0:02:28	0.47					
1 Total										

In the above example, **Extension** field has been left blank, and the statistics displays all extensions' outbound calls and costs of the day.

If you specify an extension number in the **Extension** field, you can check the statistics of the specific extension number.

From	2019-05-31	To	2019-05-31	Per Page	10
Extension	102	Statistics By	Day		
				Search	Download Search Results

Date	Extension	Calls	Total Call Time	Average Call Time	Total Cost(\$)
2019-05-31	Extension2[102]	2	0:04:37	0:02:19	0.24
1 Total					

The statistics can be also made by **Month** and **Year**, you can select in the **Statistics By** field.

From	2019-05-31	To	2019-05-31	Per Page	10
Extension	102	Statistics By	<input checked="" type="checkbox"/> Day <input type="checkbox"/> Month <input type="checkbox"/> Year		
				Search	Download Search Results

If choose **Month**, you'll have statistics view by month, if you choose **Year**, you'll have statistics view by year.


Settings

You may set the currency to be used in the billing system. USD (\$) is used by default. Several other currencies can be used, like CNY (¥), EUR (€) and GBP (£). If the currency you are using is not here, please use "Other (¤)".

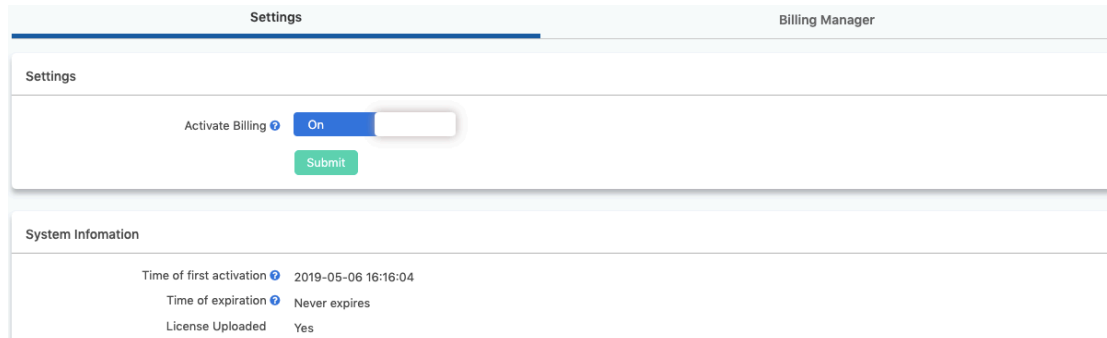
License Policies

If the one-month billing free trail is expired, you'll not be able to sign in with the billing user credentials. In case the given balance/credit of the extension is out which will lead to the extensions cannot make phone calls, you can simply deactivate billing system from the **Addons** -> **Billing** -> **Settings** page.

If needed, you may activate billing at any time before or after the free trail is expired. To activate billing, a valid license is required. And the licenses for CooVox series billing system are permanent licenses, once activate by uploading license it will never expire.

To get a license, please click on  button by the side of "**Download Billing Source File**" to download billing source file and send it to our distributor or our sales team. After downloading,

you'll get a source file named "billing.ac", by using this file we will generate a license file for you. This license can be only uploaded to the device which you have downloaded the source file for activating billing.



Settings		Billing Manager	
Settings			
Activate Billing	On		
<input type="button" value="Submit"/>			
System Information			
Time of first activation	2019-05-06 16:16:04		
Time of expiration	Never expires		
License Uploaded	Yes		

Once uploaded and activated, the state of "Time of Expiration" will become "Never Expires". Even with software upgrading and factory defaults reset, the license will still be valid.

Notice:

For U20 and U50, if you have performed a hard reset, please upload the license again to activate billing. So please keep the license key in case when needed.