

## FAQ: 31072 DETAILS ON NORTEL PBX INTERFACE MODULE

*The information in this article applies to:*

Clients using Call Accounting Pro with PBX Interface Module for Nortel

### PBX CONNECTION REQUIRED

1. The PBX Interface Module for Nortel requires a terminal connection into the PBX using Procomm Plus. The module uses Procomm Scripting to log into the PBX and download the information that it needs.
2. The connection to the PBX can be either a direct serial connection, or a dialup connection.
3. Our scripting guidelines require that you provide us with a user name and password which is READ ONLY, so that there is no possible way that the scripting engine could make any modifications to your phone system programming. We have never had a situation where the script caused programming problems on any PBX, and this policy is in place to insure that it does not happen.

### SCRIPTING

We use Procomm ASPECT Scripting to issue to log into your phone system and download the information that we need. This scripting can be run manually, or it can be automated through Procomm or Windows Scheduler.

### PBX INFORMATION AVAILABLE

Our scripting is set-up to be able to download any information on Nortel reports that can be captured by the scripting including Nortel **LOAD 20** ( Either TNB or DNB ), **Load 95**, and others. When the system is installed, we will review the configuration with you and configure the scripting to download the information you are needing. Keep in mind that we are limited by what is stored in the PBX, and that we only RETRIEVE existing information. We **DOWNLOAD** from the PBX and **DO NOT UPLOAD** the other way.

### SPECIAL FEATURES FOR NORTHERN "DES" FIELD

The scripting includes special handling for the DES field. Some customers use this field to designate the DEPARTMENT, SITE, ROOM, JACK, AUTHORIZATION CODE, or any number of other uses. This allows them to upload that information as well to the Cable Management or Call Accounting Software. The DES field is short, so you have to be creative sometimes when using it for this purpose.

For example, we have clients who designate this field for cost center codes. When we run the PBX Interface Module, we translate the code in the DES field against a table, and we store the COMPLETE DEPARTMENT NAME in the Cable Management and Call Accounting Systems.

Comm One Technical Support  
12723 Whisper Creek Cove  
Draper, UT 84020  
801-523-9797  
[support@commone.com](mailto:support@commone.com)

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