Before you install…

Prior to running the installation, it is best to be properly prepared to ensure a smooth and quick installation.

Recommended hardware, operating system and environment

- Microsoft Windows XP or later
- Microsoft recommended memory and processor for the Windows version
- 5 Gigabytes free disk space, more for larger systems
- Where applicable, serial ports to receive CDR/SMDR and to post to an external application
- In most cases, the computer should be configured to run "real-time, unattended", meaning it should not require human intervention after a power failure, should not suspend hard disk activity, and should not permit hibernation mode after a period of inactivity
- Be careful if using an anti-virus on the STAT computer. Some products are known to prevent STAT from writing to it's own files.

Activation key

During the installation, you will be required to enter an Act key which will automatically install the required applications and features.

If you wish to use the free 2-extension version, choose that option during the installation but you must enter your company name and prime phone number. This information is important for the automatic creation of an appropriate local-dialing area.

If you are installing STAT and you do **not** have an Activation key, please contact us to obtain one. During the installation, you must enter the same company name and prime phone number that was provided for generating your Act key.

Each application feature has particular requirements so use the following as a pre-installation checklist…

Collection of call detail records (CDR/SMDR)

You will need the settings to receive the call data from your telephone system and to prepare the appropriate connectivity

1. Via serial connection
   a. Which COM/serial port will receive the PBX data?
   b. What should be the serial port parameters (baud rate/speed, parity, number of bits, stop bits)?
   c. A proper serial cable is required, as per the manufacturer's specifications, with appropriate connector types
2. Via IP connection
   a. STAT will be required to run as the Host or Client
   b. IP address of PBX
   c. IP Port # to connect to (if in Client mode)
   d. Network infrastructure: network cable/router/gateway connections to physically reside on a network
   e. Network rights: STAT will need to communicate via the local network with the telephone system, with appropriate network access rights
   f. Appropriate rights may also need to be programmed in the telephone system
3. Via text file
   a. Identify the file name and location where STAT can find the input file containing the call records

Call accounting

Default call costing rates are supplied in the Wizard however, you should know the rates you wish to apply to the different call types (long distance, different overseas regions). As well, the call type specific profits (connection fees, markups and/or profits per minute) you wish to add if the call was dialed by a guest room (if applicable).

External Posting option

If your installation includes the External Posting option, you will need to know the method and settings to post to your property management system and the list of extensions and corresponding cost centers/room numbers.

4. Via serial connection
   4.1   Which COM/serial port will transmit the costed call records?
   4.2   What should be the serial port parameters (baud rate/speed, parity, number of bits, stop bits)?
   4.3   A proper serial cable is required, as per the manufacturer's specifications, with appropriate connector types

5. Via text file
   5.1   Identify the file name and location where STAT must place the output file containing the posting records

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Installation process…

NOTE: It is extremely important that you be logged-in as Administrator to ensure a proper installation.

Use the supplied media to install the STAT Solutions applications. Alternatively, you may also download the full installation kit directly from our website. To launch the installation, select the "Setup.Exe" in the root folder of the CD or in the folder where the installation kit was extracted. Follow the on-screen instructions.

The installation will automatically create Start menu entries and include appropriate applications in the Startup group for all users.

During the install, you will have the option to choose the language for the installation itself, as well as the language used for the application interfaces and Start menu links.

Depending on your environment and the applications to be installed, you may be required to reboot the computer to complete the install. In any event, it is highly recommended that you reboot the system at the completion of the installation. A failure to do so may result in display issues or prevent correct functioning.

The first time the main Call Costing module starts, it may perform a database structure verification. In this case, it will automatically unload when it has completed the process and you will need to manually restart it.

STAT Wizard

The STAT Solution comes with a configuration wizard to assist you in a first time setup as well as for performing future adjustments.

The configuration wizard can be accessed via the Start menu, under CDS Applications.

The first time you use the configuration wizard should be to set all required system parameters, later uses allow you to save changes in every screen allowing to apply minor modifications.

Obtaining support

Application specific
The main application comes with context-sensitive help, accessible at any time by pressing the F1 key in STAT. In the configuration wizard you can click [?] in any screen to get context sensitive help.

This help file is also accessible via the Start Menu.

Via telephone
During normal business hours: call 514-366-9600 or 1-800-349-7828 option 4

Outside of normal business hours: call 514-366-9600 or 1-800-349-7828 option 4

Normal working hours are Monday to Friday from 08:30 to 17:00 EST except for holidays in the province of Quebec.

Via email
You may contact us at any time by sending an email to support@cdscom.net.
Please be sure to include your company name and prime phone number, as well as your activation key info (where applicable), and your question. We will respond to your request within 24 to 48 hours, typically within the same day if it is during normal working hours.

Emergency support
Emergency support is available 24/7 and charges may apply depending on your current subscription status.

During normal business hours: call 514-366-9600 or 1-800-349-7828 option 4

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