

# Max Automated Billing<sup>TM</sup> System (ABS) Version 2.0.0



## Quick Start Guide

# Table of Contents

- Welcome ..... 1
  - System Requirements* ..... 1
- Installing the Max ABS Software ..... 2
  - Confirming LAN Connection and Static IP Address*..... 2
  - Uninstalling a Previous Version of the Max ABS*..... 2
  - Installing the Latest Max ABS Software* ..... 3
- Configuring Your Max Gateway for CDR..... 5
  - Setting the Time and Date on the Max Gateway*..... 5
  - Determining the CDR Configuration Method*..... 6
  - Configuring for CDR via the Web Manager* ..... 7
  - Configuring for CDR via Telnet or Serial Connection* ..... 7
    - CONNECTING TO THE MAX GATEWAY ..... 7
      - Telnet Connection*..... 7
      - Serial Connection*..... 8
    - CONFIGURING YOUR MAX GATEWAY'S CDR SETTINGS ..... 9
    - CONFIGURING THE MAX 4 GATEWAY ..... 9
    - CONFIGURING THE MAX 8, 8 PLUS, 8/16, AND T1/E1 GATEWAYS..... 10
- Logging into the Max ABS Web Page ..... 11
- Setting the Country and Rate Information ..... 12
  - Country, Currency, and Tax Information*..... 12
  - Default Rate*..... 12
- Registering Your Max Gateway ..... 13
  - Obtaining Your Max Gateway's IP Address* ..... 13
  - Obtaining a License Key for the Max Gateway* ..... 13
- Running a Call Detail Records Report ..... 15

## Welcome

Congratulations on purchasing the Max Automated Billing System (ABS)! With the Max ABS, you will be able to set up and organize your call rates, billing, and call history records for use with your Max gateway.

The Max ABS software allows you to:

- ★ Assign your own calling rates for different countries
- ★ Print an invoice for any call made
- ★ Manage your call detail records

This Quick Start Guide describes the installation and setup procedures for the Max ABS. For more detailed instructions on installing, configuring, and using the Max ABS, refer to the *Max ABS Version 2.0 User's Guide*, located at the following URL:  
<http://web.net2phone.com/partnerships/distributors/product/dialup/maxabs2.asp>.

## System Requirements

You will need the following items/services to use your Max ABS software:

- ★ **Operating System**
  - MS Windows 98
  - MS Windows Me
  - MS Windows NT 4.0 (Service Pack 5)
  - MS Windows 2000 Professional (Service Pack 2)
- ★ **CPU** – Pentium III – 800 MHz or higher
- ★ **Memory** – 256 MB or more
- ★ **HDD** – 100 MB – 1 GB recommended for call record database storage
- ★ **LAN** – 10/100 Mbps – Static IP address required
- ★ **Web Browser**
  - MS Internet Explorer, version 5.5 or later



**IMPORTANT:** You **MUST** have your Max gateway set up *before* you install and configure the Max ABS Software. Please refer to your *Max Gateway User's Guide* for proper setup instructions.

## Installing the Max ABS Software

To install the Max ABS software, you simply have to:

- ★ Confirm that your PC is connected to a LAN and that it has a static IP address.
- ★ Uninstall any previous versions of the Max ABS software, if necessary.
- ★ Install the latest version of the Max ABS software.



**NOTE:** Uninstalling a previous version of the software does not automatically delete your old Call History and Rate Table records. You will have the option of deleting or saving them during the uninstall process. If you choose to save the records, they will be available when you re-install the updated software.

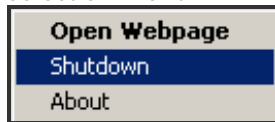
### Confirming LAN Connection and Static IP Address

Before installing the Max ABS software, you must be sure that your PC is connected to a LAN. The PC that the Max ABS software is to be installed on *MUST* have a static IP address. Otherwise, each time the PC's IP address is renewed, the Max gateway will not be able to connect to it.

### Uninstalling a Previous Version of the Max ABS

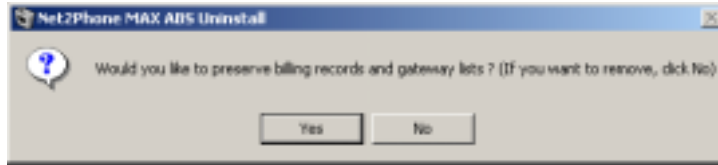
To uninstall a previous version of the Max ABS software:

1. Close any open applications of the Max ABS by right-clicking the **ABS** system tray icon and clicking **Shutdown** in the selection menu.



2. Locate the Max ABS folder on your PC and click the **Uninstall** icon.  
*OR*  
Click the **Start** button, and select **Program Files: Net2Phone Max ABS: Uninstall Net2Phone Max ABS**.  
*The Uninstall: Confirmation dialog box displays.*
3. Click the **Uninstall** button.

4. The MAX ABS manages billing records and gateway lists, including device registration information and call detail records. The rate information table has the country code number and the international calling rate. When uninstalling the MAX ABS, you can choose to keep or delete these records. If you save the call record data, you will not have to re-register.



To preserve the records, click the **Yes** button. To remove them, click the **No** button.

*The Uninstall: Completed dialog box displays.*

5. Click the **Close** button.

## Installing the Latest Max ABS Software



**NOTE:** The PC that the Max ABS software is to be installed on *MUST* have a static IP address. Otherwise, each time the PC's IP address is renewed, the Max gateway will not be able to connect to it.

### To install the Max ABS software:

1. Insert the Max ABS CD into your PC's CD-ROM drive. If your PC is setup for Autorun, then your PC will automatically run the **Net2Phone\_Max\_ABS-2.0.exe** file and you can skip to step 5. If Autorun is not set up on your PC, continue with step 2.
2. Double-click the **My Computer** icon on your desktop.
3. Double-click on your CD-ROM drive.
4. Double-click the **N2P\_MAXABS-2.0.exe** icon.  
*The installer should begin running and display the Max ABS Welcome dialog box.*
5. Click the **Next** button to begin the installation.  
*The License Agreement dialog box displays.*

6. After reading the Net2Phone license agreement, click the **I Agree** button.  
*The Choose Components dialog box displays.*
7. Select the type of install you wish, either **Custom** or **Normal** (*recommended*). If you choose a custom installation, you can select the optional components you wish to install.
8. Click the **Next** button to continue.  
*The Choose Install Location dialog box displays.*
9. Select the directory where you want to install the software. The default directory (recommended) is: C:\Program Files\net2phone MAX ABS.
10. Click the **Install** button. If you uninstalled a previous version of Max ABS before performing the current installation, proceed to step 11. Otherwise, skip to step 13.
11. If you saved the billing records and gateway lists during the uninstall of a previous version of Max ABS, the install program asks if you would like to use them.

To use the records, click the **Yes** button. To generate new ones, click the **No** button.

12. If you saved the rate table during the uninstall of a previous version of Max ABS, the install program asks if you would like to use it.

To use the rate table, click the **Yes** button. To generate a new one, click the **No** button.

*The Installation Completed dialog box displays.*

13. Click the **Finish** button.  
*The dialog box asks if you would like to restart your PC.*
14. Click the **Yes** button to restart now, or click the **No** button to restart later.  
*The **Net2Phone MAX ABS** program folder displays on your desktop. If you chose to restart, your PC will reboot.*

## Configuring Your Max Gateway for CDR

Now that you have installed the Max ABS software, you are ready to set the date and time on the gateway and connect and configure the Call Detail Record (CDR) parameters on your Max gateway. Once this is complete, you will be able to utilize the call record search and billing functions.

To configure your Max gateway, you simply have to:

- ★ Set the date and time on the Max gateway
- ★ Determine which configuration method applies to your firmware version
- ★ Configure your Max gateway for CDR via the Web Manager (if applicable)
- ★ Configure your Max gateway for CDR via Telnet or serial connection (if applicable)

### Setting the Time and Date on the Max Gateway

In order for the Max gateway to properly communicate with your ABS software, you must set the date and time in the gateway.

To set the date and time:

1. From a C:/ prompt in a DOS window, type **C:\> telnet xxx.xxx.xx.xxx 6000** (where xxx.xxx.xx.xx is your Max gateway's IP address) and press the **Enter** key.  
*The Login prompt displays.*
2. Type the user ID **admin** and press the **Enter** key.  
*The Password prompt displays.*
3. At the Password prompt, type **admin** and press the **Enter** key.  
*The command line prompt n2p: > appears. You are now logged in to your Max gateway*
4. At the N2P: > prompt, type: **system** and press the **Enter** key.
5. Type **time** and press the **Enter** key.  
*The current time displays.*
6. To enter the correct time, type **time hh:mm:ss** (where hh is the hour in 24 hour time (e.g., 1:00PM = 13), mm is the minutes and ss is the seconds), and then press the **Enter** key.

For example, if the time is 4:30:15 pm, you would type:  
**time 16:30:15** and then press the **Enter** key.  
*This returns you to the command prompt.*

7. Type **date** and press the **Enter** key.
8. To enter the correct date, type **date yyyy-mm-dd** (where yyyy is the year, mm is the month, and dd is the date), and then press the **Enter** key.

For example, if the date is September 14, 2003, you would type: **date 2003-09-14** and then press the **Enter** key.  
*This returns you to the command prompt.*

9. Type **reset**, and then press the **Enter** key to reboot the gateway.



**NOTE: For detailed instructions on setting up date, time, and other parameters, refer to the *Max Command Reference Guide* that was included with your Max gateway.**

## Determining the CDR Configuration Method

The method you use to configure your Max gateway depends on the gateway version. Those with more recent gateway versions can configure them via the Web Manager. Those with earlier versions must connect to and configure their gateways via a serial or Telnet connection. Refer to the following table to determine if you should configure your gateway via the Web Manager or via serial or Telnet connection:

CONFIGURE YOUR GATEWAY VIA THE WEB MANAGER	
Max Gateway	Version
Max 410, 420, and 430	1.4.10 or higher
Max 8 / Max 8 Plus	1.3.00 or higher
Max 8/16 and T1/E1	1.4.30 or higher
Max IP10	1.2.10 or higher

If your gateway's version is listed in the table above, continue to the next section, ***Configuring Your Max Gateway via the Web Manager***.

If you have an earlier version, you will need to connect and configure your Max gateway using a Telnet or serial connection. Refer to the ***Connecting to Your Max Gateway via Telnet or Serial Connection*** and ***Configuring Your Max Gateway for CDR via Telnet or Serial Connection*** sections.

## Configuring for CDR via the Web Manager

If your gateway's firmware version appeared in the table at the beginning of this chapter, you can configure your Max gateway for CDR using the gateway's Web Manager.

10. Log into the gateway's Web Manager.
11. Access the CDR Configuration page.
12. In the **CDR** field, click the **Enable** radio button.
13. Change the IP address of the ABS server(s).

For detailed instructions on using the Web Manager's CDR Configuration page to configure CDR on your Max gateway, refer to the gateway's User's Guide.

Now that you have configured your Max gateway for CDR, you are ready to register your Max device on page 13.

## Configuring for CDR via Telnet or Serial Connection

To utilize the call record search and billing functions, you must first configure the CDR settings of the Max gateway. To do this, you must first connect to your Max gateway either by Telnet or console connection.

### ***Connecting to the Max Gateway***

The sections below describe how to connect to your Max gateway by Telnet or serial connection.

#### **TELNET CONNECTION**

The following instructions are for logging into your Max gateway via a telnet connection. Once you log in, you will be able to set up various Call Detail Record parameters.

##### **To log into your Max gateway via Telnet:**

1. Open a DOS window by clicking the **Start** button and selecting **Run**.
2. In the **Open** field, enter **cmd** or **command**.  
*A DOS window opens.*
3. Launch a Telnet application with the destination Max gateway IP address and port number 6000.

*For example*, from a DOS window, type:

```
C:\> telnet xxx.xxx.xxx.xxx 6000
```

(where xxx.xxx.xxx.xxx is the Max gateway's IP address)



**TIP: Be sure to put a space between the destination IP address and the port number 6000.**

4. At the login prompt, type the user ID, **admin**.
5. Press the **Enter** key.  
*The Password: prompt appears.*
6. At the password prompt, type the password, **admin**.
7. Press the **Enter** key.  
*The command line prompt n2p: > appears. You are now logged in to your Max gateway.*

**SERIAL CONNECTION**

The following instructions are for logging into your Max gateway via a serial connection. Once you log in, you will be able to set up various Call Detail Record parameters.

For this procedure, you will need a standard serial cable (D-sub 9-pin, male-to-female, straight-through connection), and a PC or Mac running the HyperTerminal terminal-emulator program (or an equivalent), which is included in Microsoft operating systems. It is usually found in the **Programs** menu, under **Accessories**.

**To connect to your Max gateway via serial cable:**

1. With the power to the Max gateway turned **OFF**, connect the cable from the gateway's serial port to one of your PC's serial ports. Note which of the PC's serial ports you are using.
2. Launch the HyperTerminal Emulator program and set up a new connection.  
*A dialog box appears once the program is launched.*
3. In the dialog box, specify the appropriate serial port from the serial port selection pull down menu.
4. Set the serial communication parameters as follows:

Parameter	Value
Baud rate	19200
Parity	None
Character size	8
Stop Bit	1
Flow Control	None

5. Power-on the Max gateway.

6. Press the **Enter** key on your PC.  
*The boot messages are displayed, followed by the command prompt n2p: >.*
7. Press the **Enter** key again.  
*The Login: prompt is displayed.*
8. Type the user ID **root** at the Login: prompt, and then press the **Enter** key.  
*The Password: prompt appears.*
9. Type the password **n2p** at the Password: prompt, and then press the **Enter** key.  
*The command line prompt n2p: > appears. You are now logged in to your Max gateway.*

### **Configuring Your Max Gateway's CDR Settings**

Once you are connected to your Max gateway via either a Telnet or serial cable connection, you can configure the gateway's call detail record (CDR) settings. If you are configuring a Max 4, follow the instructions in the following section, *Configuring the Max 4*. If you are configuring a Max 8, 8 Plus, 8/16, or T1/E1, skip to the next section, *Configuring the Max 8, 8 Plus, 8/16, or T1/E1*.

#### **Configuring the Max 4 Gateway**

To configure your Max gateway's CDR settings for the Max 4:

1. Open a DOS window by clicking the **Start** button and selecting **Run**.
2. In the **Open** field, enter **cmd** or **command**.  
*A DOS window opens.*
3. In the DOS window, type **telnet xxx.xxx.xxx.xxx 6000**, where **xxx.xxx.xxx.xxx** is the IP address of the MAX unit, and press the **Enter** key.
4. When the login: prompt appears, type in user ID **root** and password **n2p**.  
*You are logged into your gateway.*
5. At the C:\ prompt, type **config** and press the **Enter** key.
6. Type **cdr** and press the **Enter** key.
7. Type **sv1** and press the **Enter** key.  
*An interactive menu appears.*
8. At the IP address [0.0.0.0]: prompt, type the IP address of the PC where the Max ABS is installed, and press the **Enter** key.
9. Press the **Enter** key for all other entries.

10. Type **save** and press the **Enter** key.  
*The Max gateway will ask if you wish to save your settings.*
11. Type **y** to confirm the save, and press the **Enter** key.  
*Your Max gateway is now set up to work in conjunction with the ABS software. Continue to the Setting the Time and Date on the Max Gateway section.*

### **Configuring the Max 8, 8 Plus, 8/16, and T1/E1 Gateways**

To configure your Max gateway's CDR settings for the Max 8, 8 Plus, 8/16, and T1/E1:

1. Open a DOS window by clicking the **Start** button and selecting **Run**.
2. In the **Open** field, enter **cmd** or **command**.  
*A DOS window opens.*
3. In the DOS window, type **telnet xxx.xxx.xxx.xxx 6000**, where **xxx.xxx.xxx.xxx** is the IP address of the MAX unit, and press the **Enter** key.
4. When the login: prompt appears, type in user ID **root** and password **n2p**.  
*You are logged into your gateway.*
5. At the C:\ prompt, type **config** and press the **Enter** key.
6. Type **cdr** and press the **Enter** key.
7. Type **show** and press the **Enter** key.  
*A list of CDR settings displays.*
8. Type **change sip1 xxx.xxx.xxx.xxx**, where **xxx.xxx.xxx.xxx** is the gateway's IP address, and press the **Enter** key.
9. Type **change sip2 xxx.xxx.xxx.xxx**, where **xxx.xxx.xxx.xxx** is the gateway's IP address, and press the **Enter** key.
10. Type **change func enable** to enable the CDR function, and then press the **Enter** key.
11. Type **..** (period period) with no spaces, and press the **Enter** key.
12. Type **save** and press the **Enter** key.  
*The Max gateway will ask if you wish to save your settings.*
13. Type **y** to confirm the save, and press the **Enter** key.  
*Your Max gateway is now set up to work in conjunction with the ABS software.*

Now that you have configured your Max gateway for CDR, you are ready to log into and register your Max device.

## Logging into the Max ABS Web Page



**NOTE: To log into the Max ABS Web page after installing the software, you must reboot your PC. If you rebooted after the installation procedure, you may log in. If you did not reboot your PC, do so now.**

### To log into the Max ABS Web page:

1. Right-click the system tray **ABS** icon to access the selection menu.
2. Select **Open Webpage** from the menu.  
*The Max ABS Web page opens.*
3. Click the **Go** button on the ABS Web page.  
*The Max ABS login page displays.*
4. Enter **admin** in both the **ID** field and the **Password** field, and click the **Login** button.  
*You are now logged into the Max ABS Web page.*

## Setting the Country and Rate Information

Now that you are logged into the Max ABS Web page, the next step is to define the country and rate information that will be used to calculate the charges for calls placed via the Max gateway.

### Country, Currency, and Tax Information

To set the country, currency, and tax information:

1. On the main menu on the left-hand side of the page, click the **Setup** button, and then click the **Country & Tax** button. *The Setup Country and Tax page displays.*
2. Select your **Country Name** (where you are calling from) from the dropdown list, and then enter the **Currency** and the **Tax** percentage (if applicable) in the appropriate fields.
3. Click the **Submit** button to save your changes. *The confirmation screen displays.*
4. Click the **OK** button to confirm the **Country & Tax** changes.

### Default Rate

The default rate will apply unless a different rate is specified for a particular country.

To set the default rate:

1. On the main menu, click the **Rate Table** button within the **Setup** sub-menu.
2. Click the **Default Rate** button within the **Rate Table** sub-menu.
3. Enter the new default rate.



**NOTE:** If you would like to update all of the rates set to the previous default rate, click the checkbox labeled *Change rates which are same as current default rate to new default rate.*

## Registering Your Max Gateway

Once you have installed your Max ABS, you must register your gateway with the ABS in order to set up all of the ABS functions. In order to register your device, you must have your Max gateway's IP address ready. Please refer to your *Max Gateway's User's Guide* for detailed information on obtaining your gateway's IP address.

Registering your gateway involves two steps:

1. Obtaining your Max gateway's IP address.
2. Obtaining the license key.

### Obtaining Your Max Gateway's IP Address

To obtain your Max gateway's IP address:

1. Log into the Max ABS Web Page.
2. On the main menu on the left-hand side of the page, click the **Setup** button.  
*The Setup sub-menu displays.*



**IMPORTANT: You must have admin level permissions to access the Setup menu.**

3. Click the **System Info** button in the Setup sub-menu.  
*The System Information page automatically displays your ABS server's IP address.*
4. You can copy the IP address or write it down for later use. To copy it, highlight the IP address, click the **Edit** menu at the top of the screen, and select **Copy** to store it in memory.

### Obtaining a License Key for the Max Gateway

To obtain a license key for the Max gateway:

1. Within the **Setup** menu on the left-hand side of the Max ABS Web page, click the **Gateway List** button.
2. In the **Gateway IP Address** field within the **Add or Modify Gateway Information** box, type or paste the Max IP address and click the **Submit** button.  
*The model, serial number, and MAC address display in the Registered Gateway List box.*
3. Confirm that the model, serial number, and MAC address information are displayed in the **Registered Gateway List**

- box. If not, repeat steps 2 and 3 in the previous procedure and steps 1 and 2 in this procedure to make sure they were performed correctly.
4. In the **Registered Gateway List** box, click the check box next to the IP address and model name for which you would like to get a license, and click the **Get License Key** button. *Another browser window opens, and the Issue License Key screen displays.*
  5. On the Issue License Key screen, the **Model Name**, **Serial Number**, and **MAC Address** fields should already be populated. If not, select the **Model Name** from the selection list, and enter the **Serial Number**, and the **MAC Address**.



**NOTE: When you are registering a gateway via the Web Manager and you click the Get License Key button, the Issue License Key window displays. There are two items in this window that should be clarified to prevent misunderstanding:**

- ▲ **CD Key – Note #1 at the bottom of the window states: “A regular license key will be issued if you enter a valid CD key. Otherwise, an evaluation license key will be issued.” This statement implies that entering a CD key that is NOT valid will result in the issuance of evaluation license key – this is incorrect. An invalid CD key will result in an error message prompting the user to enter a valid CD Key.**
- ▲ **Email Address Field – Note #2 at the bottom of the window states: “If you enter an e-mail address, you will receive a confirmation e-mail with the license code for your records.” This statement implies that the Email Address field is optional, which is incorrect. The Email Address field is REQUIRED. If this field is left blank, you will receive an error message.**

6. Enter the administrator’s email address in the **Email Address** field, the administrator’s name in the **Requestor Name** field, and the **CD Key**, located on the back of the CD jewel case.
7. Click the **Submit** button to process your request.
8. On the Issue License Key screen, click the **OK** button. *The license key displays in the **Add or Modify Gateway Information** box on the **Registered Gateway List** screen.*

9. Click the **Submit** button in the **Add or Modify Gateway Information** box to complete the registration.

Congratulations! You are now logged in, registered and ready to begin enjoying all the functions of the Max ABS. Please continue on to the next section, *Running a Call Detail Records Report*, for detailed instructions on setting up call detail records, billing and rate table changes, and all the other features of the ABS.

## Running a Call Detail Records Report

Once you have made at least one phone call using the Max device, you will be able to run a call detail records report. For detailed instructions on how to place a call, refer to the *Max User's Guide*.

### To run a call detail records report:

1. On the main menu on the left-hand side of the page, click on the **Call Records** button, and then, on the image of the device's ports, click the port on which the call was made.
2. To select the calls to charge, click the checkboxes in the **Call Detail Records** table, and then click the **Create Bill** button. *A call report displays. You may choose to print, save or cancel the bill.*

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Max ABS  
Rev. 2.0.0, 2003

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