



SMDR Compatibility Guide

Technical Reference

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OVERVIEW

This document defines the known formats of SMDR for various telephone systems that are supported for connecting OAISYS with the purpose of capturing extension and account code information from the phone system. It is important to verify the customer can support a format that we support. This information can be used to automatically delete recordings, trigger after-call actions, permissions, and searches.

NOTE: SMDR Integrations require a serial connection or IP connection for the SMDR. Polling or batch output is not supported.

The document will use the following organization method to define the SMDR formats:

Format Name

Field Name	Field 1	Field 2	Field 3	Field 4	Field X
Start/End	4-10	11-24	25-28	29-35	36-40
Req?	N	Y	N	N	N

Field Name

The column for the field name defines the name of the field as noted in the OAISYS definition files. This may or may not match exactly with the PBX system's documentation.

Start/End

The Start/End row defines the precise character position within the SMDR record where the field is expected to begin and end.

Fields may exist that are not defined in this document. In this case, the field after such undefined fields must have a START value that matches precisely with the SMDR output in all cases to support compatibility.

Req?

The REQ? row defines whether a field is required or not for an SMDR record to be considered valid by OAISYS. "Y" = *required* and "N" = *optional*.

If a field is required (Req? field indicates Y) it means that field cannot be blank. The field must be populated.



In general it should be assumed that the order of fields presented in this document is required. In cases where the PBX supports alternate ordering of fields any non-documented ordering may not be supported.

SMDR RECORDS

SMDR records must be output within 2.0 seconds of the call termination to be associated with the call. In cases where a delay longer than 2.0 seconds exists, the record will be ignored.

TRUNK ID

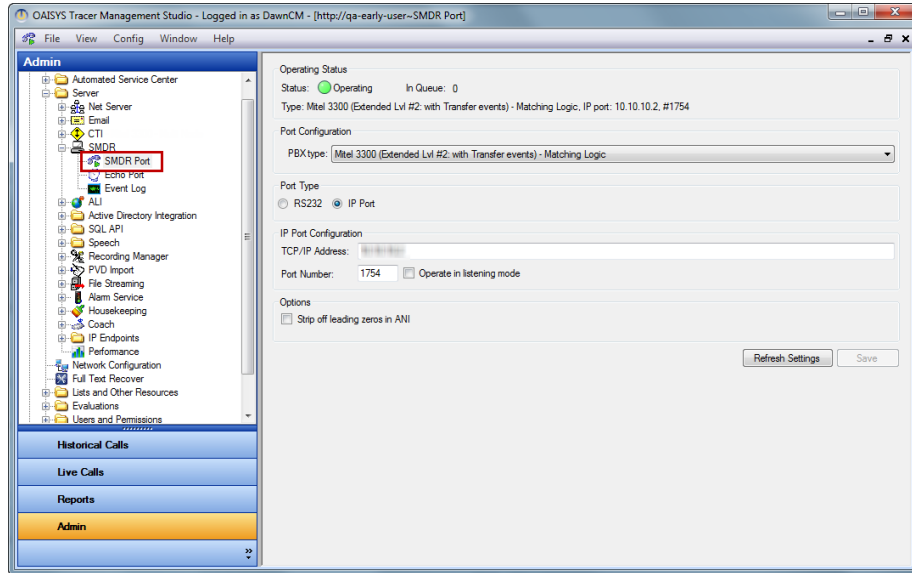
The Trunk ID field is what ties OAISYS together with an SMDR record. A Trunk ID is always required; it may be either an inbound or outbound Trunk ID. Trunk IDs can be referred to as In Trunk ID, Out Trunk ID, Trunk ID, Originating Device, or Term Device.

It may be possible to configure data fields in ways that are not documented or supported.

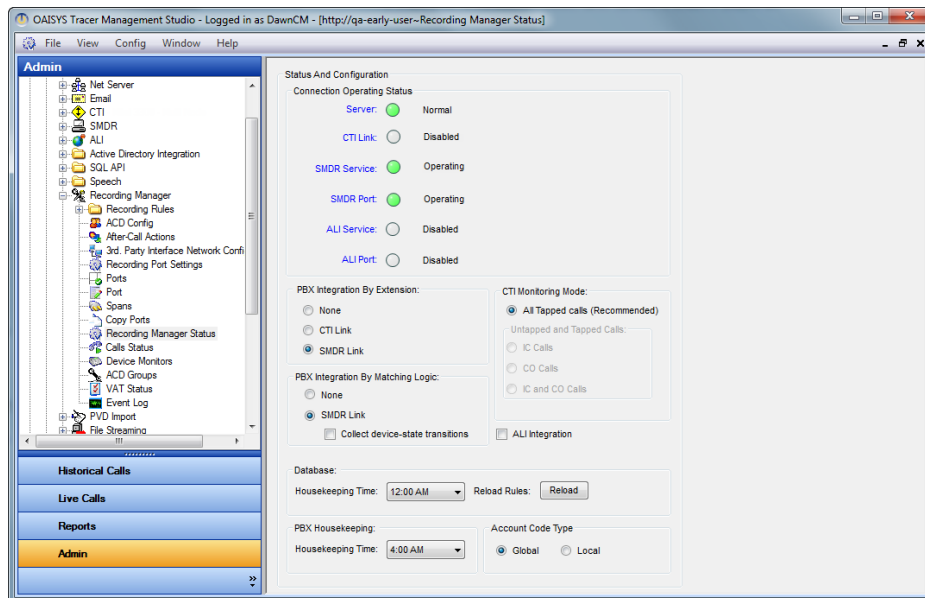
For example: Trunk IDs with alpha characters. Cases where data fields are known to be unique to a PBX and the format is supported are documented here. The absence of any such notes indicates the assumption of a pure numeric value. This applies directly to Trunk IDs and Extensions.

CONFIGURATION

1. From OAISYS Management Studio Admin, navigate to SMDR → SMDR Port
 - a. Select the PBX type from the drop list
 - b. Save changes



2. Navigate to Recording Manager → Recording Manager Status
 - a. Verify SMDR Link is selected (PBX Integration by Extension is for non-SIP integrations and PBX Integration by Matching Logic is for SIP trunk integrations)





NOTE: The Collect device-state transitions checkbox is an advanced feature ensuring there is only one SMDR event per call (the last known extension on the call). Mitel 3300 and CTX systems typically support Device State Transitions (multiple SMDR per call).

3. Matching Logic Configuration (for SIP Trunks):

Make a few test calls to ensure the extension is bound to the call recording.

Once a call is complete, we see SMDR from the PBX and place it into an event queue. Approximately 5 minutes later, the system will run a database query to determine if any calls match the criteria based on the SMDR event to match to the call.

- If a match is found, another query is run to add the information to the call.
- If a match is not found initially, you will see:

“[88204 07:34:49.7] [INFO]Fuzzy match failed for SMDR call data 2527 in FuzzyMatchCallQueue 2; reason = No matches found” in the TRM events

- The system will run another attempt after 30 minutes; this is additional time allotted for the call to complete and be entered into the database.
- The query is run three (3) times: 5 minutes, 30 minutes, and 4 hours.

In some cases, the default hard-coded values in the timer settings need to be changed. As the timing with every system is unique, some settings can be refined to improve match quality.

Below are some example settings we have found are a good match:

These parameters are to set windows for the duration and start time of the call and helps adjust for any latency or for system times that may not be quite in synch.

HKLM\Software\Computer Telephony Solutions\Recording Manager

DWORD: Voice4NetDurationWindow(20)seconds

DWORD: Voice4NetStartTimeWindow(120)seconds

In the example above, it allows for matches within plus or minus 20 seconds of the known duration and plus or minus 120 seconds of the



known start time. So if a call was recorded and the known duration of the recording is 5 minutes 25 seconds then potentially a match could occur with an SMDR event that noted duration between 5 minutes 5 seconds and 5 minutes 45 seconds.

The same is true for the start time window. If the known recording start time was 2:00pm, then potentially, a match could occur with an SMDR event that notes a start time between 1:58pm and 2:02pm.

These are the fuzzymatchqueue lookup timers (in seconds post call completion):

In this example, the first match attempt would be 75 seconds after call completion.

If no match, then a second attempt is run 15 seconds later.

If there still isn't a match, then a final attempt is run 69 seconds later. The initial queue (Queue0) should not be set to less than 60 seconds.

HKLM\Software\Computer Telephony Solutions\Recording Manager\FuzzyMatching

DWORD: Queue0DurationSeconds (75)

DWORD: Queue1DurationSeconds (15)

DWORD: Queue2DurationSeconds(69)

For additional information, see also:

http://www.oaisys.com/downloads/OAISYS_SIP_Integration.pdf



PBX FORMATS

ALLWORX

Standard Format – (Position Based)

Field	Call ID	Time	Duration	Originating Device	Ext	Dialed Digits	DNIS	Trunk	Name	Acct Code
Position/length	1/3	4/4	5/1	13/3	Below	15-1	19-1	Below	8/7	10/14
Req?	Y	Y	Y	Y		N	N		N	N

Position 13 – Extension field (3-4 digits) if Inbound Call

Position 9 – Extension field (3-4 digits) if Outbound Call, Also CallerID on Inbound

Position 6 – Trunk ID on Incoming Call

Position 10 – Trunk ID on Outgoing Call

NOTE: More information about SMDR setup is available here: <http://www.aggsoft.com/pbx/allworx.htm>

AVAYA DEFINITY

Printer Format - Inbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID
Start/End		6-9	17-19	21-36	37-41	43-58	74-76	78-80
Req?	N	Y	N	N	N	N	Y	N

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields. Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

Printer Format - Outbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID
Start/End		6-9	17-19	21-36	37-41	43-58	74-76	78-80
Req?	N	Y	N	N	N	N	N	Y

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields. Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.



59 Character Format - Inbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID
Start/End		5-8	13-15	16-30	31-35	36-50	53-55	56-58
Req?	N	Y	N	N	N	N	Y	N

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields. Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

59 Character Format - Outbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID
Start/End		5-8	13-15	16-30	31-35	36-50	53-55	56-58
Req?	N	Y	N	N	N	N	N	Y

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields. Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

Raw Format - Inbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID	Inbound Trunk Group
Start/End		6-9	14-17	19-32	33-43	43-57	68-70	71-73	77-80
Req?	N	Y	N	N	N	N	Y	N	N

Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.



Raw Format - Outbound

Field	Time	Duration	Outbound Trunk Group	Dialed number (ext. on inbound)	Calling number	Acct Code	In Trunk ID	Out Trunk ID	Inbound Trunk Group
Start/End		6-9	14-17	19-32	33-43	43-57	68-70	71-73	77-80
Req?	N	Y	N	N	N	N	N	Y	N

Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with OAISYS. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.

AVAYA IP OFFICE

Standard Format – Position based

Field	Date Time	Duration	Originating Device	Dialed Digits	DNIS	Trunk	Name	Acct Code
Position/length	1/10	2/8	Below	9-1	19-1	Below	8/7	8/1
Req?	Y	Y	Y	N	N		N	N

Position 7 Ext # on In Call, Dialed # on Out Call
 Position 12 – Extension field (Party1Device)
 Position 15 – Trunk field (Party2Name)

AVAYA MAGIX

Standard Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-11	12-17	18-37	38-46	47-52	53-57	58-74
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call.

NOTE: PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently.



AVAYA PARTNER ACS

Standard Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-32	35-42	45-47	50-52	54-70
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call.

NOTE: PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently.

Long Phone Number Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-35	38-45	48-50	53-55	57-73
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call.

NOTE: PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently.

COMDIAL

Standard Format

Field	Ext	Trunk	Date	Time
Start/length	1/4	6/3	13/5	22/5
Req?	Y	Y	N	N

ERICSON

Standard Format

Field	Long Call?	Date	Time	Duration	See below for extension/trunk
Start/End		4-9	10-15	16-44	
Req?	N	Y	Y	N	

A is outbound:	Start=20/3	Type=Trunk	Start=41/9	Type=EXT
a inbound:	Start=110/4	Type=Trunk	Start=20/4	Type=EXT
E is special outbound:	Start=20/3	Type=Trunk	Start=41/9	Type=EXT
e is special inbound:	Start=110/4	Type=Trunk	Start=20/4	Type=EXT
4 is an inbound redirect:	Start=110/4	Type=Trunk	Start=20/4	Type=EXT



ESI IVX

Standard Format

Field	Extension	Trunk ID
Start/End	27-29	77-78
Req?	Y	Y

This format supports multiple records per call.

Tabular Format

Field	Extension	Acct Code	Trunk ID
Start/End	27-29	60-69	77-78
Req?	Y	N	Y

This format supports multiple records per call.

INTER-TEL AXCESS

Standard Format

Field	Type	Extension	Trunk ID	Dialed Number	Time	Duration	Cost	Acct Code
Start/End	1-3	4-9	10-15	16-44	45-50	51-59	60-66	67-78
Req?	Y	Y	Y	N	Y	Y	N	N

This format supports one record per call.

IWATSU ADIX

Standard Format

Field	Trunk ID	Extension	Duration	Calling ID	Dialed ID	Acct Code
Start/End	5-7	9-12	21-28	30-44	46-61	62-73
Req?	N	Y	N	N	N	N

This format supports multiple records per call. The format of the Trunk ID is unique to the Iwatsu ADIX platform and is supported.

MITEL SX 200

Standard Format - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Misc	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End	1	2-6	7-13	14-22	23-27	28-33	34-59	60-61	62-65	66-71	72-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports one record per call. The XFR event field does not show transfer events in the SX 200; the same format is offered in the SX2000 which does implement this feature. The SX 200 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.



Standard Format - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Misc	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End	1	2-6	7-13	14-22	23-27	28-33	34-59	60-61	62-65	66-71	72-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports one record per call. The XFR event field does not show transfer events in the SX 200; the same format is offered in the SX2000 which does implement this feature. The SX 200 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

MITEL SX 2000

Standard Format without Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	34-59		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Standard Format without Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	34-59		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Standard Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.



Standard Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Extended Format without Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73		84-95
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Extended Format without Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73		84-95
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Extended Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	Y	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnnn" or "Xnnnn" (where "n" = a number) as Trunk IDs, both of which are supported.



Extended Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnnn" or "Xnnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

MITEL 3300

Standard Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Standard Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

Extended Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnnn" or "Xnnnn" (where "n" = a number) as Trunk IDs, both of which are supported.



Extended Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans	Dialed Digits	Misc	Term Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either "Tnnnn" or "Xnnnn" (where "n" = a number) as Trunk IDs, both of which are supported.

NEC 2400

Standard Format

Field	Trunk Group ID	Trunk ID	Extension	Start Time	End Time	Acct Code
Start/End	5-7	8-10	14-19	20-29	30-39	40-49
Req?	N	N	N	Y	Y	N

This format supports multiple records per call. Valid records start with "0!" and the start values described above are each greater than the comparable value in the NEC documentation by 2 due to these extra characters. Enable split billing to get a record on each transfer.

NEC ELECTRA ELITE

Standard Format

Field	Trunk ID	Extension
Start/End	16-23	28-30
Req?	Y	Y

This format supports multiple records per call.

NEC IPK 1

Standard Format

Field	Trunk ID	Extension
Start/End	16-23	28-31
Req?	Y	Y

This format supports multiple records per call.



NEC IPK 2

Standard Format

Field	Start Time	Trunk ID	Extension	Acct Code
Start/End	6-10	12-21	32-41	64-79
Req?	Y	Y	Y	N

This format supports multiple records per call.

NORTEL NORSTAR

OAISYS supports the Nortel Norstar SMDR

NOTE: The version of this system with an additional hardware piece called the MICS dynamically assigns the trunk identifier in the SMDR output. Because of this we cannot match the SMDR output with the corresponding call recording. We cannot support the Norstar when used with the MICS.

OLD FORMAT – INBOUND

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y



Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	10	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Norstar and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

OLD FORMAT – OUTBOUND

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Norstar and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NORTEL MERIDIAN

The Nortel Meridian issues a different set of fields for normal, start, end, transfer, and account code events. Each will be described separately for each format below.

OLD FORMAT – INBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	10	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

OLD FORMAT – OUTBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NEW FORMAT – INBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NEW FORMAT – OUTBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NEW FORMAT WITH DNIS – INBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NEW FORMAT WITH DNIS – OUTBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y



Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel Meridian and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

NORTEL BCM50

The Nortel BCM50 issues a different set of fields for normal, start, end, transfer, and account code events. Each will be described separately for each format below.

OLD FORMAT – INBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y



End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	10	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk IDs and extensions are unique to the Nortel BCM50 and include alpha characters as follows:

“A” or “T” = Trunk, “DN” or “” = Stn.

OLD FORMAT – OUTBOUND

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y



End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel BCM50 and include alpha characters as follows:

"A" or "T" = Trunk, "DN" or "" = Stn.

SAMSUNG IDCS 500

Standard Format

Field	Extension	Trunk ID	Date	Start Time	Acct Code	Name
Start/End	6-9	16-19	21-25	27-31	67-80	99-114
Req?	Y	Y	Y	Y	N	N

This format supports multiple records per call.

TADIRAN CORAL

New Format (Version 14.xx)

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End	1-6	7-13	14-21	29-34	42-48	49-53
Req?	Y	Y	Y	Y	Y	N

This format supports multiple records per call.



Old Format

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	35-39	41-46
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

Standard Format

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	35-39	41
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

Standard Format plus Cost

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	42-46	48-53
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

TELTRONICS (FORMERLY HARRIS) 20-20

Standard Format – Inbound

Field	Audit	Type	ST	Start Time	End Time	Station/ Trunk #1	Station/ Trunk #2	Acct Code
Start/End	1-4	6-8	10-11	20-25	34-39	41-55	57-71	107-122
Req?	Y	Y	Y	Y	Y	Y	N	N

This format supports one record per call.

Standard Format – Outbound

Field	Audit	Type	ST	Start Time	End Time	Station/ Trunk #1	Station/ Trunk #2	Acct Code
Start/End	1-4	6-8	10-11	20-25	34-39	41-55	57-71	107-122
Req?	Y	Y	Y	Y	Y	N	Y	N

This format supports one record per call.



TOSHIBA CIX

The Toshiba CIX issues a different set of fields for normal, start, end, transfer, and charge events. Each will be described separately for each format below.

STANDARD FORMAT – INBOUND

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Charge Event – indicated by RecID = “C”

Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

This format supports multiple records per call.



STANDARD FORMAT – OUTBOUND

Normal Event – indicated by RecID = “N”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Charge Event – indicated by RecID = “C”						
Field	RecID	Originating Device	Term Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call.



TOSHIBA STRATA DK

Standard Format without Account Code

Field	Misc	Trunk ID	Caller ID?	Ext	SDN	Time	Call Duration	Ring Duration	XFR Ext	CID
Start/End	1	2-4	5	6-10	11-15	16-21	22-30	31-36	37-42	43-64
Req?	N	Y	N	Y	N	N	N	N	N	N

This format supports multiple records per call.

Standard Format with Account Code

Field	Misc	Trunk ID	Caller ID?	Ext	SDN	Time	Call Duration	Ring Duration	XFR Ext	CID	Acct Code
Start/End	1	2-4	5	6-10	11-15	16-21	22-30	31-36	37-42	43-64	65-82
Req?	N	Y	N	Y	N	N	N	N	N	N	N

This format supports multiple records per call.

VODAVI XTS

Standard Format

Field	Extension	Trunk ID	Start Time	Date	Acct Code
Start/End	1-4	6-8	19-23	25-32	60-71
Req?	Y	Y	Y	Y	N

This format supports one record per call.