



## WHAT TO DO IF YOU EXCEED YOUR LICENCE

To check on how many extensions you are currently logging, and to see what the maximum number of extensions you can log, go to **Reports>Licence**.

Call Monitor | **Reports** | PBX | Management | Help | Log Out

create | view | scheduler | statistics | **licence**

### Licence Details

You are within your main licence and able to run reports.  
Licence: DK8X9DDXXXXXXXXXXXX  
Extensions used: 20 of 500  
PBXs used: 1 of 1

You can see above that the LJ Training system is currently logging 20 extensions out of a maximum of 500.

If you do exceed the maximum number you will be unable to generate reports, but LJ will continue to log the call data. You will also see a warning message when you go to **Reports>Create** (you will see the same message when you go to **Call Monitor>Graphical Display**).

Call Monitor | **Reports** | PBX | Management | Help | Log Out

create | view | scheduler | statistics | licence

### Create Report

**Warning:** Licence expired or not activated, you are unable to generate reports until rectified.

[Click here for more details.](#)

Account Code Call List	Outgoing Call Breakdown
Account Code Summary	Party Report
All Calls	PIN Number Call List
All Calls Made	PIN Number Summary
All Calls Received	Search for Calling Line ID
Company Extension Costs	Search for Dialed No
Daily Log	Site Activity
Incoming Call Handling	Tariff Check
Incoming Daily Performance	Top 25 Busiest Extensions
Incoming Hourly Performance	Top 25 Costliest Extensions
International Countries Called	Top 25 Dialed Numbers
Line Activity	Top 25 High Cost Dialed Nos
Mobile Call Breakdown	Top 25 High Duration Dialed No
Occupancy	Unused Equipment



When you [click here for more details](#) you are taken to the **Reports>Licence** screen, as shown below.

## Licence Details

Licence expired or not activated, you are unable to generate reports.

Licence: DK8X9D[REDACTED]  
Extensions used: 501 of 500  
PBXs used: 1 of 1

As you have exceeded the number of extensions you are licensed to use, you have the following options.

1. Delete any unnecessary or ceased extensions from the PBX-Extns menu.
2. Increase the licence to a larger number of extensions. This is available through [www.ljlogging.com](http://www.ljlogging.com)

To remove extensions go to **PBX>Extensions**, click the **X** against the extension you want to delete.

## Extensions

Info

:: add extension :: view structure :: recache

X Delete extension

Extension	Description	Group	
5000	no name	extra extns	X
5001	no name	extra extns	X
5002	no name	extra extns	X

You will be asked to confirm deleting the extension: click **[OK]**

You are about to delete this item. Do you wish to continue?

The list of extensions will then show that the extension has been deleted.

X Delete extension

Extension	Description	Group	
<i>Deleted 5000</i>			
5001	no name	extra extns	X

Once you have deleted all the unnecessary or ceased extensions you will need to run a **recache**.



This can be done from several places, but since you are on the **PBX>Extensions** screen, click **recache** (next to **add extension** and **view structure**).

## Extensions

ⓘ Info

[:: add extension](#) [:: view structure](#) [:: \*\*recache\*\*](#)

Then click **[Go]**.

## Recache

**What is this?**

A Recache activates any changes made to the database.

**When should I use it?**

Run this program if you make any changes to items under PBX or Management that you want to be effective immediately, i.e. for running reports. Otherwise, they will be updated during the usual nightly housekeeping routine.

This may take some time depending on the database size.

Click 'Go' to proceed or choose a different menu option.

## Recache Started

Recache started. This may take some time depending on the database size.

A recache is currently running, please wait for it to complete.

Go to **Reports>Licence**, if you have removed enough extensions your licence will have "unlocked" and you will be able to run reports.

## Licence Details

You are within your main licence and able to run reports.

Licence: DK8X9DD ~~~~~

Extensions used: 500 of 500

PBXs used: 1 of 1



If you have deleted as many extensions as you can, and you are still over licence you will need to purchase a licence increase.

Go to [www.ljlogging.com](http://www.ljlogging.com), select **SHOP** and scroll down to the **Upgrade: Extension Increases**.

The screenshot shows a form titled "Upgrade: Extension Increases" with a red header. Below the title are two dropdown menus: "EXISTING LIMIT" and "NEW LIMIT REQUIRED".

Select your existing licence, and then the increased licence you require, then click **[Add to Basket]** and continue with the purchase.

The screenshot shows a product selection form with two dropdown menus. The first dropdown is set to "LJ010 - Max 10 extns" and the second is set to "Max 25 Extns - LJ025". Below the dropdowns, the price is displayed as "£ 60.00" and there is a red button with a shopping cart icon and the text "ADD TO BASKET".

*Price correct at time document created.*