



HOW TO CREATE AN ACCESS CODE

Have you ever seen extra digits in front of a dialled number?

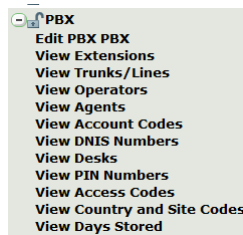
As you can see from the example below, 1448 appears in the Dialed Number column in front of 01132895xxx, and that there is nothing in the Access Code column.

Date	Start time	Party						Duration	Transfer Duration	Access Code	Dialed Number	Tariff	Charge Band	Charge Rate	Charge Rate Info	Cost
		1	2	3	4	5	6									
03/09/12	11:16:37	Ext	Trunk					00:01:23	00:00:00		144801132895xxx					£0.000

A new Access Code, 1448, needs to be created so that the call is costed correctly.

CREATING A NEW ACCESS CODE

Go to **PBX>PBXS** then select the relevant **PBX** then click **View Access Codes**.



Access Code	Description	User	Updated	Cost Style
9	PSTN	focom staff	13:17:02 Thu 11/04/2013	BT Standard
none	PSTN	focom staff	13:17:41 Thu 11/04/2013	BT Standard

Select an Access Code by clicking on the bold Access Code – in the example above **9** or **none**.

Gives the Name of the PBX and the Access Code

List of available Cost Styles

Restrict the Access Code to a specific group of Lines/Trunks/ Gateways

Standard Command Buttons

Update/Add Access Code on PBX

PBX: Access Code PBX: **9**

Access Code Number **9**

Starting with

Add to start

Costing style BT Standard

Restrict to group No restriction

Description PSTN

What the Dialed Number must **Start with** after the Access code is stripped off.

A number to be added to the start of the Dialed Number after the Access code is stripped off.

Description for the Access Code

TO CREATE A NEW ACCESS CODE:

Go to **PBX>PBXS** then select the relevant **PBX**, click **View Access Codes** (as above).

Click **[Create New Access Code]**

+ Create New Access Codes

The entries below, show all the Access Codes that are available.

By clicking on the bold 'Access Code' Number, you can update the way the code is dealt with, the costing style selected or the group of trunks it is associated with, and the description.

Alternatively, you can update the description field by clicking on the bold 'Description'. Make the changes and press 'update' to save.

Details about the Cost Style is found in the Right Hand Column.

Access Code	Description	User	Updated	Cost Style
9	PSTN	focom staff	13:17:02 Thu 11/04/2013	BT Standard
none	PSTN	focom staff	13:17:41 Thu 11/04/2013	BT Standard



Create New Access Codes
Select 'Create' for a new blank Access Code

Then click **[Create]**

Create

Update/Add Access Code on PBX

PBX:Access Code PBX: Number

Access Code Number Number

Starting with

Add to start

Costing style BT Standard

Restrict to group No restriction

Description Enter description

Back Add

Enter the new Access Code Number;
Select the relevant Costing style;
Enter a Description for your new Access Code;
Then click [Add]

Update/Add Access Code on PBX

PBX:Access Code PBX: Number

Access Code Number 1448

Starting with

Add to start

Costing style BT Standard

Restrict to group No restriction

Description PSTN

Back Add

If the relevant **Cost Style** does not exist you will need to create a new one. For help on how to do this see the relevant **How To Create A Cost Style** document.

Once you have added the Access Code you will have all the Standard Command Buttons.

Update/Add Access Code on PBX

PBX:Access Code PBX: 1448

Access Code Number 1448

Starting with

Add to start

Costing style BT Standard

Restrict to group No restriction

Description PSTN

Back Delete Protect Update Add

The new Access Code will appear in the list of Access Codes.

Access Code	Description	User	Updated	Cost Style
1448	PSTN	focom staff	16:15:06 Thu 11/04/2013	BT Standard
9	PSTN	focom staff	13:17:02 Thu 11/04/2013	BT Standard
none	PSTN	focom staff	13:17:41 Thu 11/04/2013	BT Standard

If there had been an Access Code showing in the Access Code column in your report, (e.g. 9), and there was an Access Code on the beginning of the Dialed Number (e.g. 1448), then the new Access Code you need to create would have to be the two numbers combined e.g. 91448.



If you had a specific International Tariff and you wanted to point only International calls to that tariff, and all other calls to your standard tariff, you would need to add the same Access Code twice. Once, as above, and once with **00** in the 'Starting with' box and your International Cost Style selected. It is worth giving each access code a description so that you know which is which.

Update/Add Access Code on PBX

PBX:Access Code	PBX: 1448
Access Code Number	1448
Starting with	00
Add to start	
Costing style	International
Restrict to group	No restriction
Description	PSTN

This tells LUMBERJACK to point all calls to the International Cost Style if, after stripping off the Access Code, the remaining number starts 00, if the remaining number starts with anything else the call will be pointed to the BT Standard Cost Style.

When you create an Access Code it does not take effect until a Recache is performed. One happens every night, usually at midnight, but LUMBERJACK can be forced to run one 'Now'. If you would like a Recache run 'Now' please email your request to support@focom.com and we will run the Recache for you.

If you want to change or update the 'Starting with', or 'Add to start' restriction of an Access Code that is already in effect, you will need to create a new one with the new restriction and delete the Access Code with the old restriction, after which a Recache will be required for the changes to take effect.

If you want the Access Code to be effective in the past, i.e. get LUMBERJACK to strip the Access Code from the Dialed Number on data that has already been processed, you can Recost the past data, but only after the new Access Code is in effect, i.e. after the Recache has been run. For help on how to do this see the relevant **How To Recost Data** document.