

Calling Cards manual for XeloQ Communications resellers - v 1.03

Introduction and explanation

This document describes the Calling Card system as implemented into to your **existing** reseller system or as given as second reseller system (then the system name is RESELLER_NAME-CC) .

When you have the Calling card system implemented into you existing reseller system, be aware that you have only **1 sales tariff** attached to your customers. This means that the Calling Card ‘call’ will have the same rates and the same billing steps as the normal SIP accounts of those customers.

If you would like to offer **other calling rates / billing steps** to your customers when they use the Calling Card system, then we need to setup the **second** Calling Card system for you free of charge. Ask our support team to accomplish that for you if you would like to achieve this and use different rates / billing steps for Calling Cards.

Delivery of the system

Another thing to thing to realize is that we deliver the ‘backbone system’ for the calling cards which consists of all the needed services to supply you with the calling card system.

This does NOT mean we deliver the so called ‘call-in telephone numbers’ in each specific country or the physical plastic ‘scratch’ calling card itself. Those 2 things need to be taken care by each reseller itself. We just deliver the services and billing for you.

Availability of local telephone numbers

Currently, we only deliver a Calling Card call-in telephone number in The Netherlands in the 020 Amsterdam area.

We can deliver telephone-numbers to you in approx. 60 countries; contact sales@xeloq.com to be informed on how to get these paid telephone-numbers for the country you would like to have one.

Number of channels, pricing, availability and legal restrictions are all applicable to the requested number(s). In certain countries it is illegal to use the XeloQ delivered telephone numbers for the use of calling cards.

No telephone number in your country possible – now what?

In the case we can not deliver a telephone number in a specific country or the use for calling card is prohibited, we will tell you and then you are able to use a normal Telecom telephone line from your local Telecom operator in combination with a FXO VoIP gateway. The use of these numbers to use with the calling card system is at your own risk if this conflicts with local laws that prohibit to use it in that way.

In that way the call comes in to your own local telephone line (from a Mobile phone in your country) , that call goes into the FXO gateway and will be forwarded from the FXO Gateway to our Calling Card IVR prompt in our system at number 909 (basically your FXO gateways calls internal number 909 and then the caller gets into the Calling Card IVR prompt). Please read on below.

Basic guidelines to configure the FXO gateway

The way you need to configure your FXO gateway differs for each brand.

We can only give basic guidelines on how to setup the FXO gateway to establish the call going to 909 to get the IVR prompt.

Register the gateway with a SIP account (that has just a little money on it) on your system and then let the FXO gateway forward any incoming PSTN call on the PSTN line to number 909 (using the SIP account just described).

In that way the caller calls in to your own local telephone number that is connected to the PSTN port of the FXO gateway and the call is automatically forwarded to 909.

Then the caller gets the IVR prompt, enters his Calling Card number + PIN and they can call out. Then all calls are charged to the users calling card account which will be described later.

Note on DTMF codes; what are they and how reliable are they?

A calling card system heavily relies on DTMF codes. Those are the small beeps when you press any digit on your telephone. Those beeps are being used by the calling card system to identify your Calling Card number and your PIN code.

When XeloQ delivers the worldwide telephone-numbers, we focus on the correct delivery of those DTMF codes into our systems. There are however circumstances that those DTMF codes do **not** work.

This could be caused by the used telephone handset or mobile to call in, the country/area code where the number is located, the local telecom company blocking incoming DTMF, when you use a FXO gateway with a local telephone line/number connected to it or when you call in to the number with a VoIP telephone (provided by XeloQ or another VoIP provider).

In 90% the DTMF signaling works fine but unfortunately in the mentioned cases it could fail; be aware of that! In FXO gateway setups, the FXO gateway could cause the problems; check settings or replace it for another model.

Setting up the Customers Calling Card account to a Customer

When a telephone-number has been taken care of so the caller can physically get into the Calling Card system, the next steps will be assigning a calling card number + PIN to this customer and assigning money to it. For that, follow the next guidelines.

Whether we assigned the calling card into your existing reseller system or you have a second system, these steps are similar.

Step 1:

Login to your reseller system that holds the calling card assignment at <http://callingstats.com>

Select the customer you would wish to assign a Calling Card to; if that customer does not exist yet, create one first. After you created the Customer, we need to **add** a calling card to that Customer.

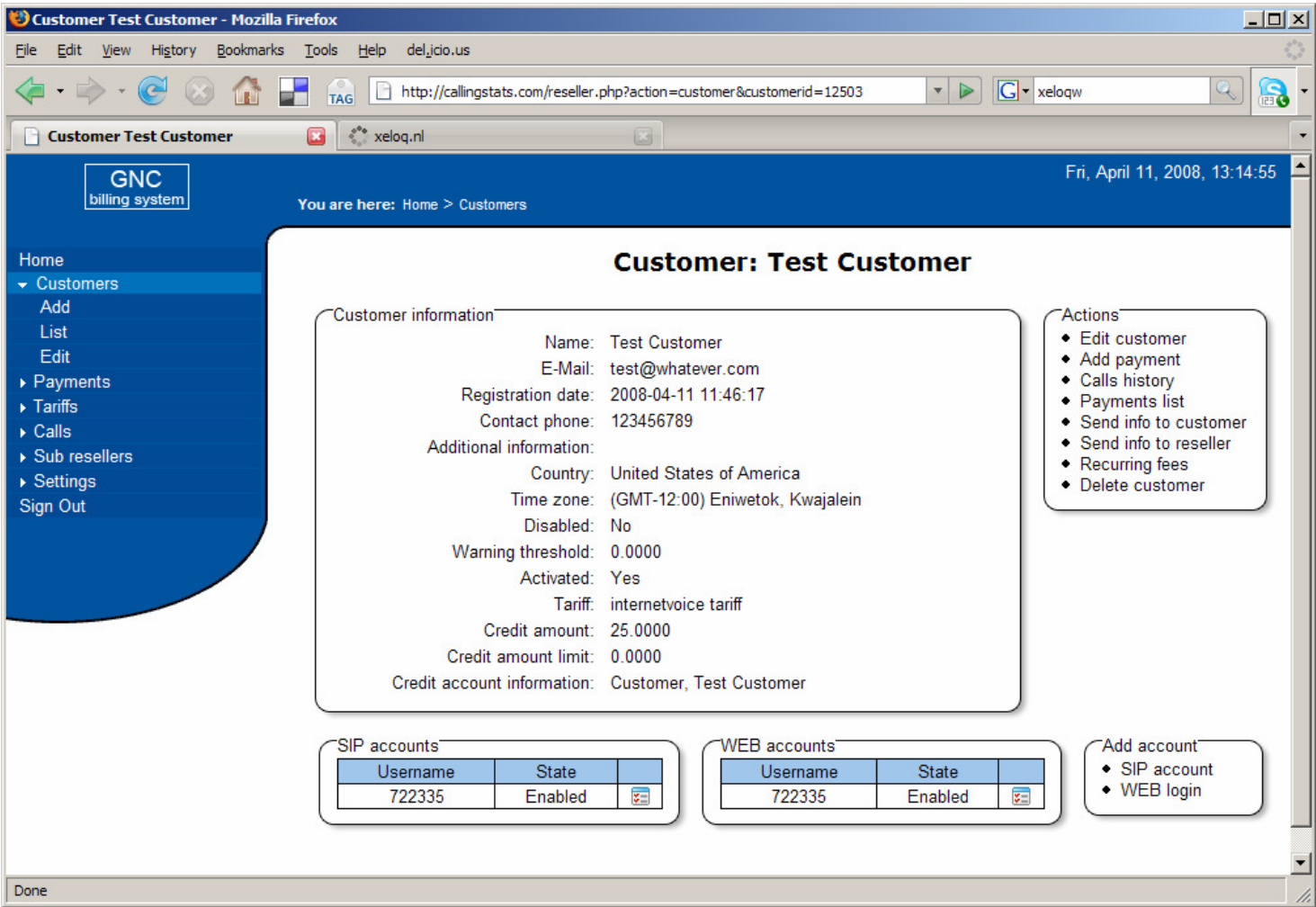
This will be done in 2 parts:

- a) assign the user the calling card option
- b) create the calling card in the customer account

See the screens on the next page to start with part a)

Part a)

Assign the Calling Card to the created / existing Customer.
Choose the Customer and click on it. The next screen will appear.



In this screen click on 'Edit Customer'
The next screen (next page) will appear.

Customer editing - Mozilla Firefox

File Edit View History Bookmarks Tools Help del.icio.us

http://callingstats.com/reseller.php?action=customer_edit&cu xeloqw

Customer editing xeloq.nl

GNC billing system Fri, April 11, 2008, 13:16:58

You are here: Home > Customers > Edit

Home

- Customers
 - Add
 - List
 - Edit
- Payments
- Tariffs
- Calls
- Sub resellers
- Settings
- Sign Out

Customer editing

First name	<input type="text" value="Test"/>
Last name	<input type="text" value="Customer"/>
Phone	<input type="text" value="123456789"/>
E-Mail	<input type="text" value="test@whatever.com"/>
Country	<input type="text" value="United States of America"/>
Description	<input type="text"/>
Time shift	<input type="text" value="(GMT-12:00) Eniwetok, Kwajalein"/>
Preferred currency	<input type="text" value="European Euro"/>
Preferred language	<input type="text" value="English"/>
Tariff	<input type="text" value="internetvoice tariff"/>
Funds warning threshold	<input type="text"/>
Max concurrent calls	<input type="text" value="0"/>
Credit limit	<input type="text" value="0.0000"/>
Customer disabled	<input type="checkbox"/>

Features:

Callshop: ☐

Callingcards: ☒

At the bottom click the 'Callingcards' selection box.
After that press 'Submit'

When the **Information updated!** Shows (at the top), click the 'Back' button in your browser 2 times so you will get back to the Customer overview screen.

You will see that at the next screen (next page).

Customer Test Customer - Mozilla Firefox

File Edit View History Bookmarks Tools Help del.jdo.us

http://callingstats.com/reseller.php?action=customer&customerid=12503 xeloqw

Customer Test Customer xeloq.nl

GNC billing system Fri, April 11, 2008, 14:01:45

You are here: Home > Customers

Customer: Test Customer

Customer information

Name: Test Customer
E-Mail: test@whatever.com
Registration date: 2008-04-11 11:46:17
Contact phone: 123456789

Additional information:

Country: United States of America
Time zone: (GMT) Greenwich Mean Time, London, Lisbon
Disabled: No
Warning threshold: 0.0000
Activated: Yes
Tariff: internetvoice tariff
Credit amount: 25.0000
Credit amount limit: 0.0000
Credit account information: Customer, Test Customer

Actions

- Edit customer
- Add payment
- Calls history
- Payments list
- Send info to customer
- Send info to reseller
- Recurring fees
- Delete customer

Calling cards

- Add
- Manage
- Download
- Manage DIDs ACL

SIP accounts

Username	State	
722335	Enabled	

WEB accounts

Username	State	
722335	Enabled	

Add account

- SIP account
- WEB login

http://callingstats.com/reseller.php?action=customer_callingcards_add&customerid=12503

You can see now that the 'Calling Cards' box at the right hand side appears.

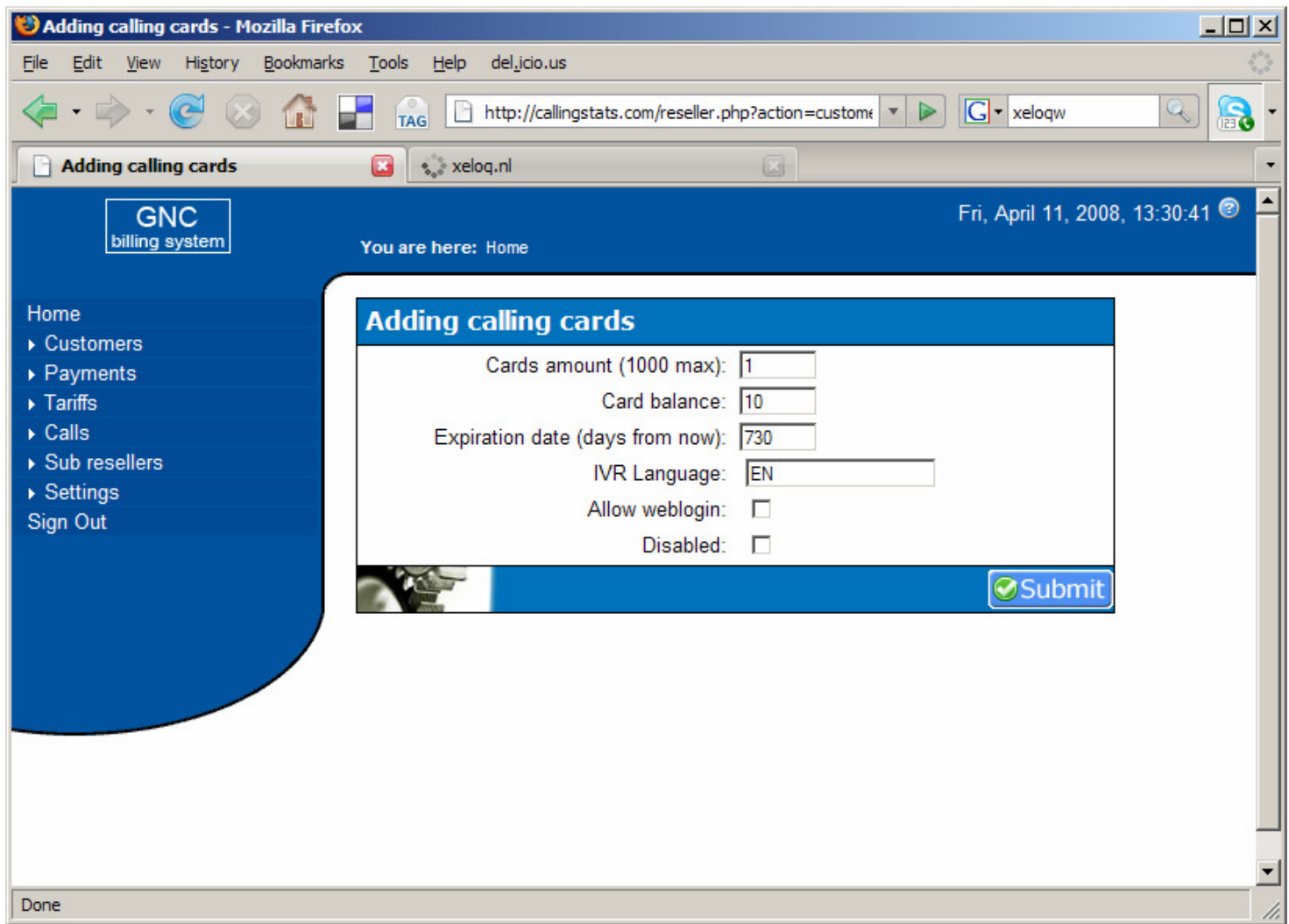
Ok – so for for part a) .

Part b)

Next part is to assign the Calling Card itself to the customer.

On the screen above (but then in your system) , press 'Add' at the Calling Card section.

The next screen (next page) will appear:



You will see several options:

- Cards amount: choose 1 (that is default; 1 Customer gets 1 card; if they want more, choose more)
- Card Balance: the money assigned to each card (in the preferred currency at that customer)
- Expiration date: days from now when the user can not use the card anymore (whether there is money on it or not)
- IVR language: Language of the Spoken menu (EN = English – leave it default)
- Allow weblogin: so that user can login to check the balance; do NOT enable that by default
- Disabled: if you want to disable the card so that the user can not use it (in case of fraud or so)

Note: IMPORTANT !

The money (Card Balance) assigned to the card(s) is in this example 10 Euro.

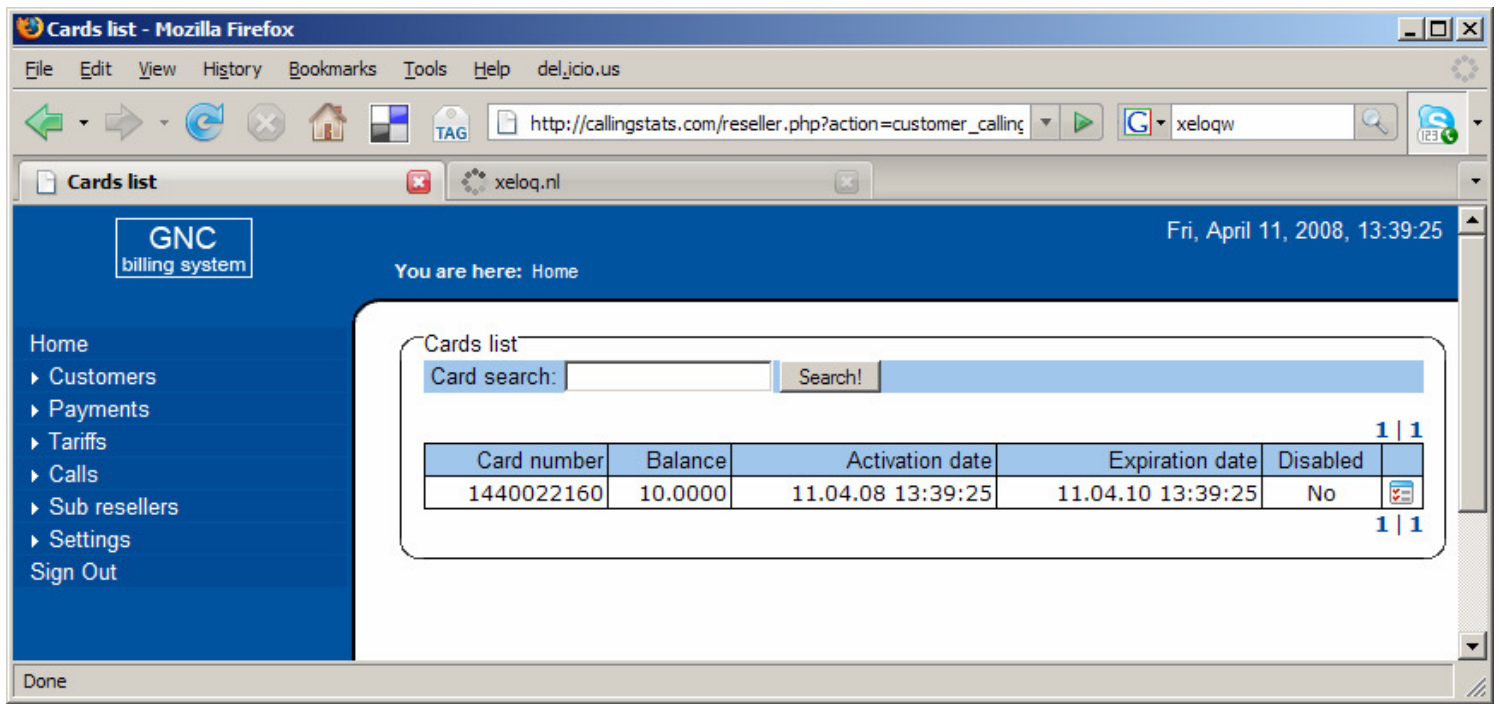
The calls made with this calling card will make the default Customer SIP account balance go DOWN and also the Calling Card balance goes down with the same amount.

Basically this means that if you have 1 card assigned with 10 Euro, the amount IN the Customer account should also be 10 Euro. If you assigned 5 cards with 10 Euro each, the **total Customer balance** needs to be **Eur 50 !**

If you assign 50 euro to 1 calling card and the Customer balance goes below 0, the calling card can't call!
So always make sure the money on the Customer account is enough to cover for the Calling Card(s) amounts.

(see more on [page 8 on how to topup a calling card](#) when the Card Balance goes down)

After all has been set, press **Submit**. The next screen will appear (next page).

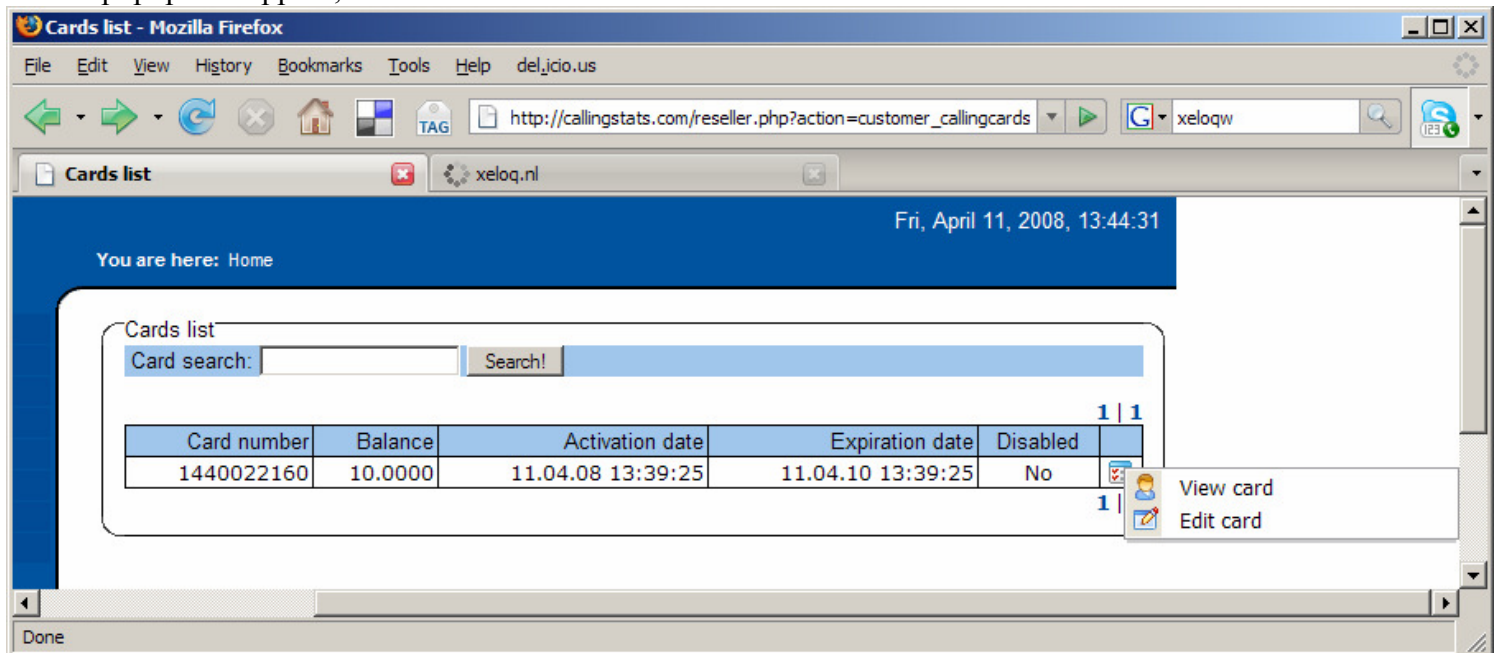


As you can see the card has been created. It has a 10 digits number and the balance assigned.

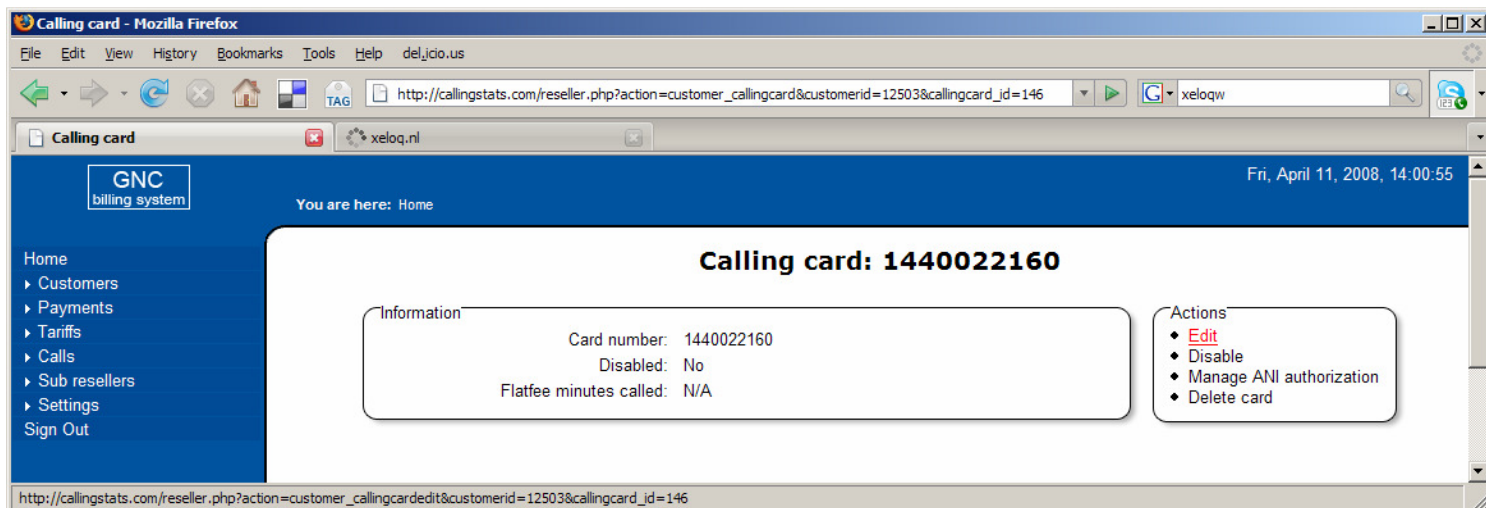
If you would have chosen to create 5 cards, 5 Card numbers would have shown here.

→ Now click on the small icon on the right next to 'Disabled' (or just click on the Card number).

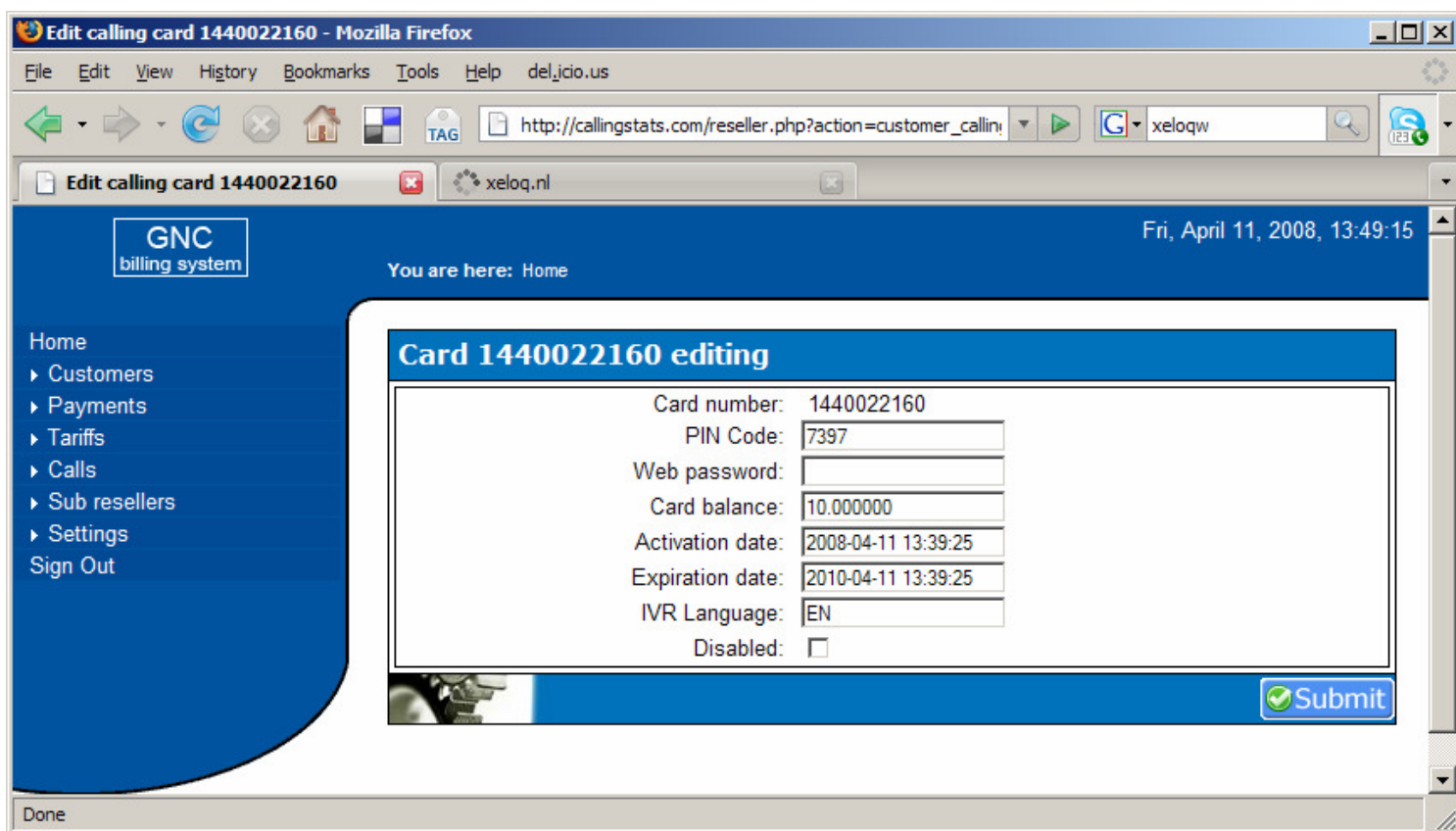
Then a popup will appear; see below.



→ Now click on 'View card'. The next screen will appear (next page).



-press Edit; you will see this:



→ **write down** the Card number + PIN Code
(this can be exported to Excel but always write it down if you create single cards)

Topping up a Calling Card:

When the customers are calling, the Card Balance goes down with each call. To **ADD** money to a user's card, simply go into the Edit mode of each card (like shown above) and **change** the 'Card balance' to a greater value.

Example: After a while the Card balance went down to 0.3880; the customer can hear this and will call / email you. You go into his Calling Card and change the value to 10.0000 (or more again). Of course the customer's SIP account **needs to hold enough balance** and topped up when needed (**see page 6 !**)

Now, press **BACK** on the Browser **3 times**. The next screen will appear (next page).

Customer Test Customer - Mozilla Firefox

File Edit View History Bookmarks Tools Help del.icio.us

http://callingstats.com/reseller.php?action=customer&customerid=12503 xeloqw

Customer Test Customer xeloq.nl

GNC billing system

Fri, April 11, 2008, 13:54:58

You are here: Home > Customers

Customer: Test Customer

Customer information

Name: Test Customer
E-Mail: test@whatever.com
Registration date: 2008-04-11 11:46:17
Contact phone: 123456789

Additional information:

Country: United States of America
Time zone: (GMT) Greenwich Mean Time, London, Lisbon
Disabled: No
Warning threshold: 0.0000
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Calling cards

- Add
- Manage
- Download
- [Manage DIDs ACL](#)

SIP accounts

Username	State	
722335	Enabled	

WEB accounts

Username	State	
722335	Enabled	

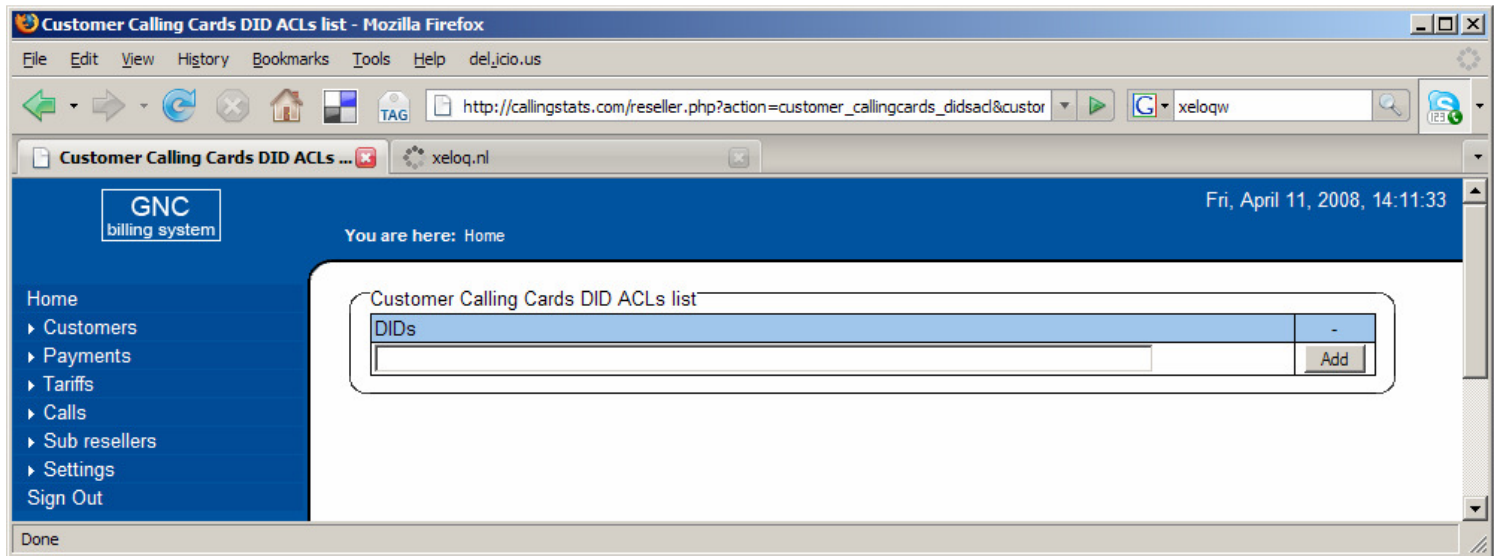
Add account

- SIP account
- WEB login

http://callingstats.com/reseller.php?action=customer_callingcards_didsacl&customerid=12503

Now press '**Manage DIDs ACL**'

The next screen will appear (next page).



The DID ACL is the ‘Access Control List’ from **which** the caller can call INTO the calling card system. This can be used to LIMIT the telephone-numbers where THIS calling card can call into.

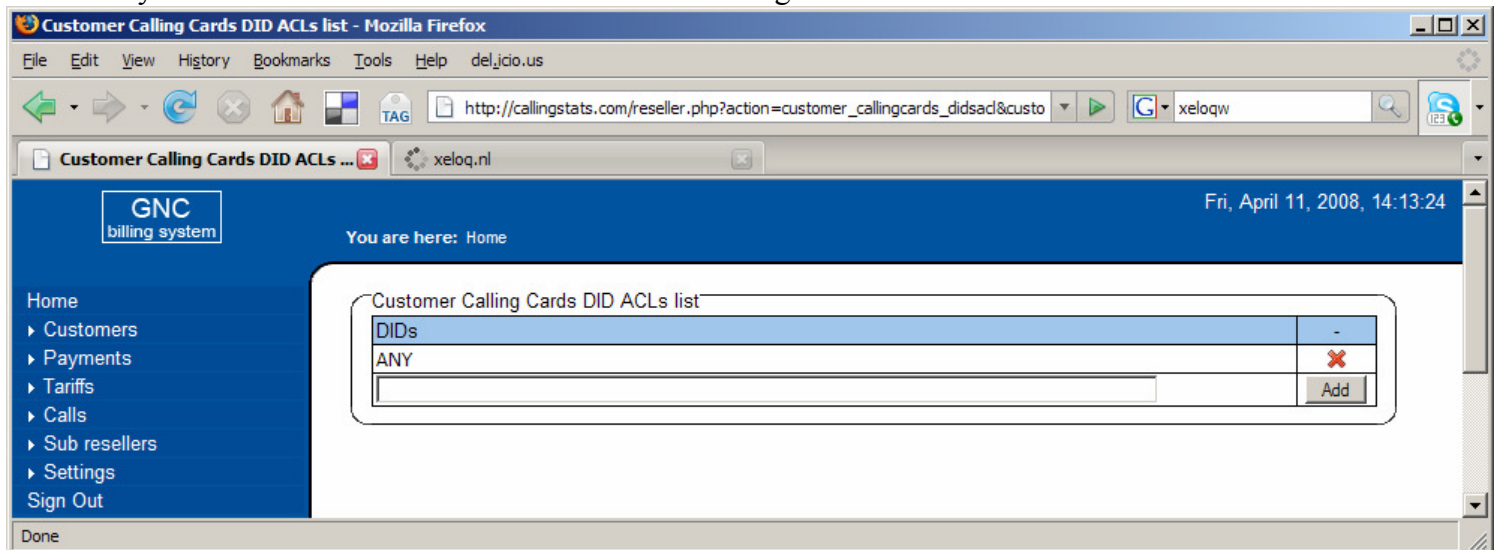
Normally, we suggest that that shows ANY number so the calling card user can call in from whatever telephone-number to access the IVR prompt.

If you wish you can add Telephone-numbers here in this format: 31238899123 (cc, area code, number)

At default, just add ANY to allow a user from calling in from any telephone number.

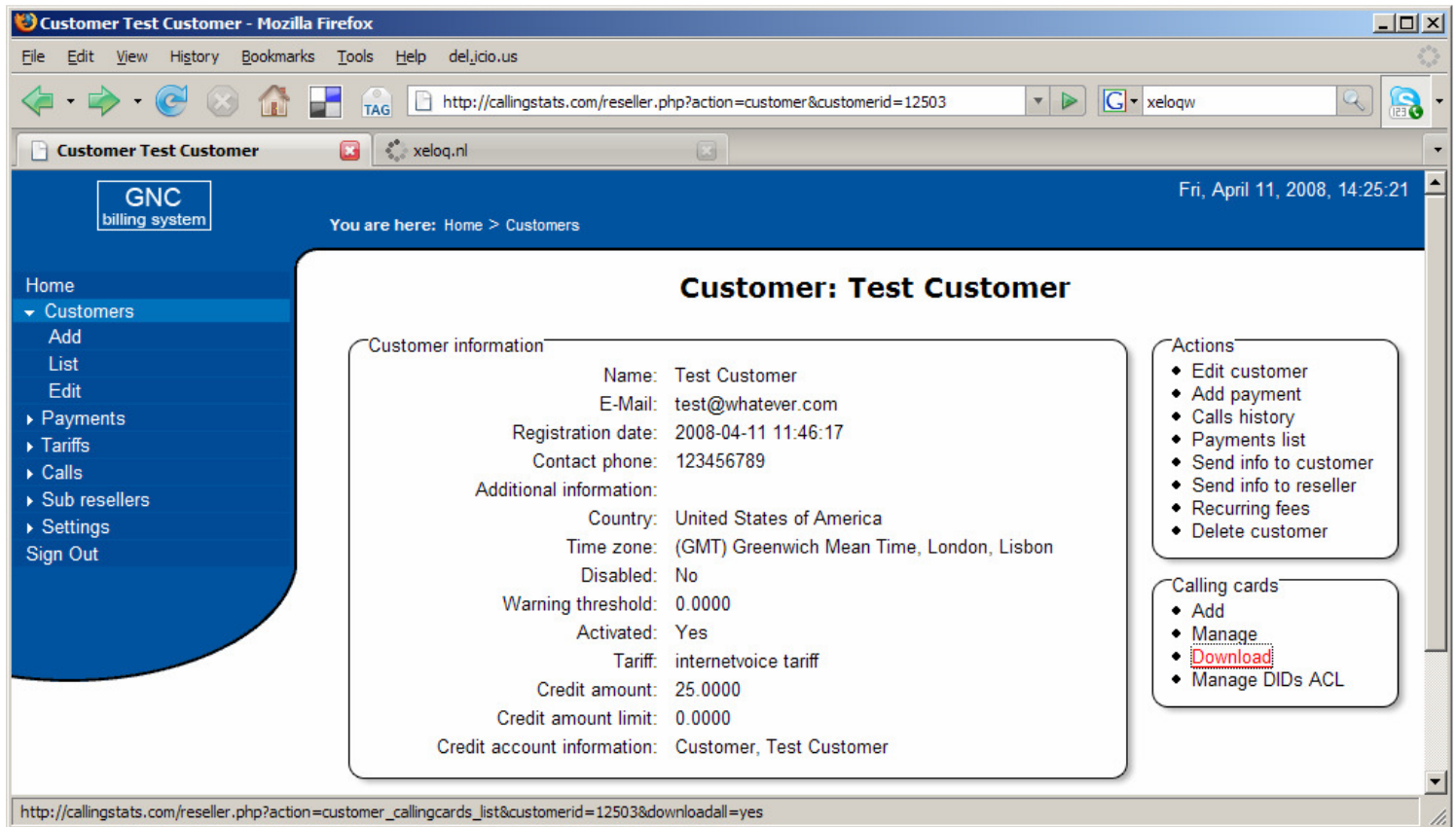
→ to Add any number to call in from, leave the field saying ‘DIDs’ **empty** and press ‘Add’

After that you will see that the ‘ANY’ number has been assigned to this card.



→ Now the basic CARD setup has been done. Press BACK 2 times and you are back at the Customer overview.

The next screen will appear (next page).



When you press '**Download**' you can download the assigned Calling Cards to this Customer and Open or Save it as an Excel Csv file.

In this way you can easily **distribute** the calling cards to your customers or send this file to a printer to physically let them print the plastic scratch cards.

Creating just 100 cards with all the same amount on it - EXAMPLE

You can also create 100 cards and export them to Excel and print them to distribute. Here is how:

1. create a customer and put like 1000 as prepaid money on it (or more)
2. add the Calling Card option to this customer
3. in the Calling Cards Section, press Add
4. at the Calling Card Creation, fill out this:

-Cards amount: choose 100
 -Card Balance: 10 (Euro in this example)
 -Expiration date: 100 days
 -IVR language: EN
 -Allow weblogin: leave blank
 -Disabled: leave blank

After creation of this, also add ANY to the DID's ACL list.
 After it has been done, press DOWNLOAD in the Customer overview.

The created Excel file will give you all card number, PINs and with all 10 Euro on them and they all expire after 100 days. You can send that to a printer to print 100 cards or do it yourself.

→ Next steps is to instruct your users on HOW to use the Calling Cards; please read the separate **Calling Card user manual** for that on <http://reseller.xeloq.com>