



## **Connecting Your CDR to Hansen Call Report's Hosted Platform**

Hansen Software is happy to assist in determining what is required with your individual setup and work with you and your IT professional who will need to make the appropriate configuration changes on your network and phone system to enable Call Detail Record (CDR) data.

Give us a call and we can determine which setup applies to you!

### **IP Connection**

A port forward needs to be setup on your router pointing to your phone system. The port forward will allow the Hosted Hansen Call Reports server to communicate with your phone system's CDR port on a static IP and Port from our servers on the internet. Examples IP Connections are: Allworx, Avaya, Mitel, NEC, Panasonic, Samsung, Toshiba, Zultys and more.

### **Database Connection**

Similar to an IP Connection. A port forward needs to be setup on your router pointing to your phone system. The port forward will allow the Hosted Hansen Call Reports server to communicate with your phone system's CDR database on a static IP and Port from our servers on the internet. Examples Database Connections are: ShoreTel, Asterisks, FreePBX, and more.

### **Legacy Serial (RS232) Connection**

A legacy serial connection will require a device to convert the serial data into an IP data stream. This device is call an iPocket and is inexpensive. You can source your own or purchase one from Hansen Software. In either case we will assist in programming it. Once the serial to IP converter is in place the IP Connection steps are used. Examples of Serial Connection: Legacy Mitel, NEC, Nortel and more.

### **API Connection**

API connection vary but generally allow Hansen Call Reports to connect directly to your hosted phone provide and requires no networking changes at your location. Examples of API Connections are: CDK, Grandstream, Netsapiens, Nextiva, RingCentral and others.

### **FTP Connection**

An FTP connection may or may not require a port forward as list in the IP Connection. Examples of FTP Connections are: Cisco