

DuxTel Internet Commander

- Guide for ISPs

take control...

duxtel



DuxAdmin User Guide for ISPs

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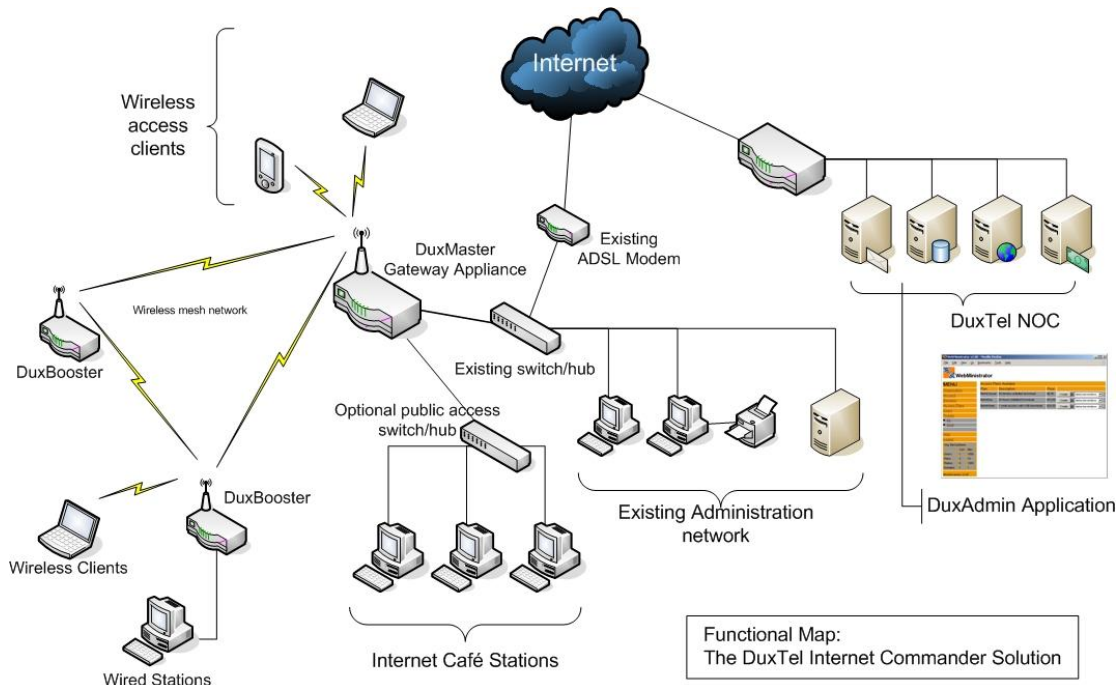
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1. How it Works

The DuxTel Internet Commander solution is a sophisticated internet management system comprising many parts distributed across a variety of IT systems, data networks and geographical locations.

The following diagram is a summary of the various parts of the solution:



This guide deals primarily with operation and use of the DuxAdmin service as a public access internet ticketing system. In this context, the *Wireless Access Stations* shown in Figure 1 above could be wireless hotspot customers, and the *Public Access Stations* could be public access Internet Café terminals. In this context, the *Existing Customer Network* would be your existing administrative business network and computers (if present).

An important feature to note in this diagram, is that the *Existing Customer Network* can easily operate either independently of the DuxAdmin Solution, or can be directly connected via the DuxAdmin Gateway Appliance at the sole option of the Operator.

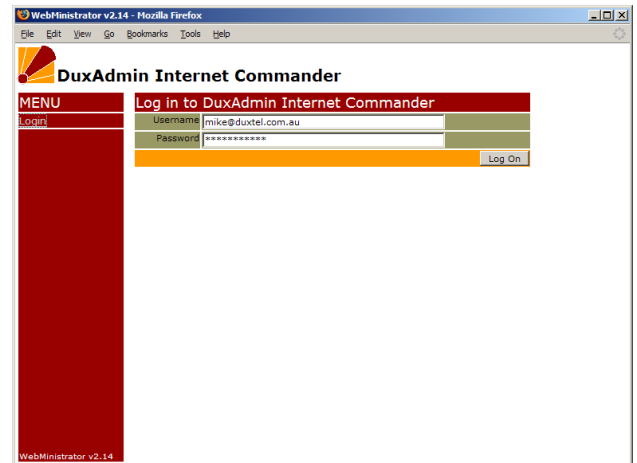
2. Accessing the DuxAdmin Application

The DuxTel Internet Commander Solution provides a web based administration system called *DuxAdmin*, and available from any internet connection computer *anywhere*.

To access the DuxAdmin system, enter the following url in any web browser:

<http://duxadmin.duxtel.com.au>

When the welcome page appears, click the Login item under the menu at the left of the page, then enter the username and password supplied by your account provider.



Enter the complete username including the domain part (following the '@' symbol if any) and make sure that you carefully enter the correct upper and lower case characters as shown.

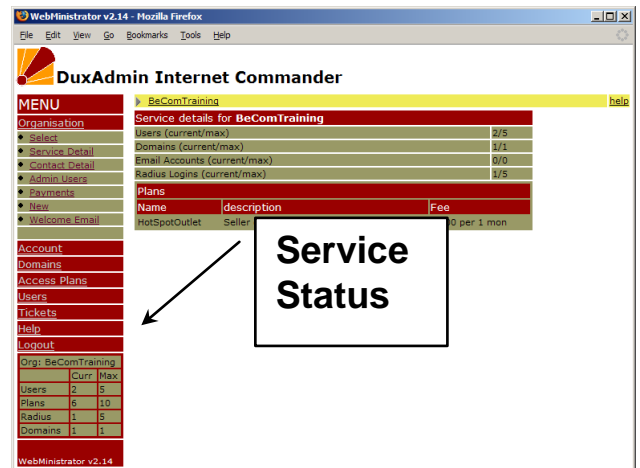
2.1 Navigating Menu and Commands

When logged on successfully, the menu column will be updated to display the Command Menus available.

Click on any of the Menu Headings to display the list of available commands under that section.

2.2 Service Status

At the bottom of the Menu List, the Services Status Table provides a ready reference to the level of services provided and how many resources have been used and how much remaining.



3. Online Help

DuxAdmin provides additional help in two main ways:

3.1 Tool Tips

Move the mouse cursor over any text, menu command or data field of interest to view explanatory float-over text containing additional information relating to the item.

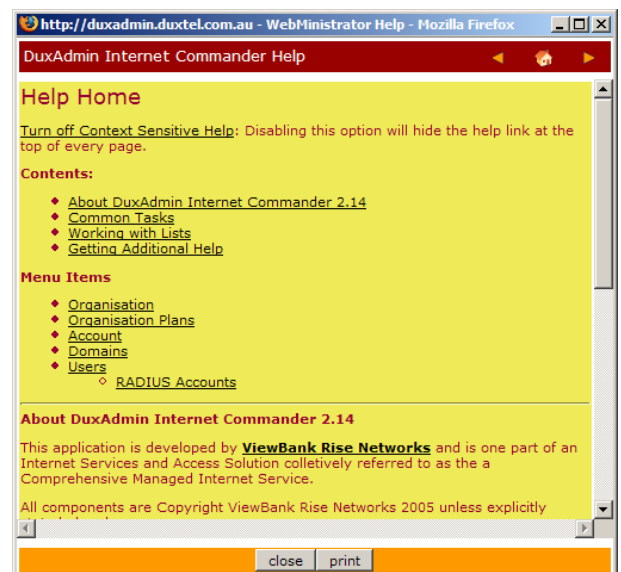
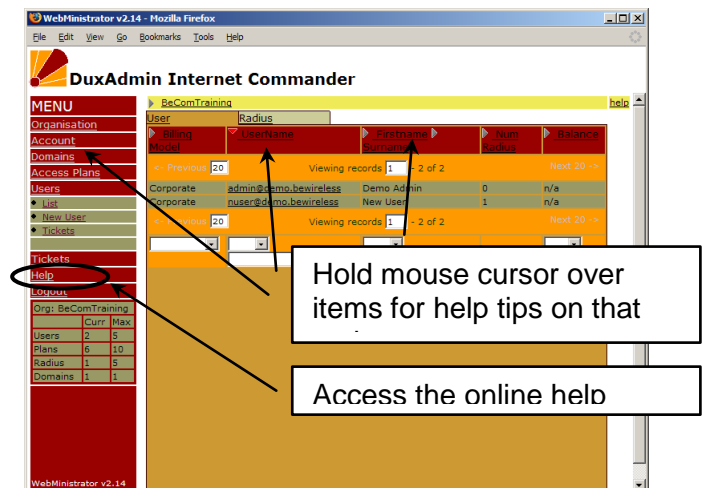
3.2 Online Help System

Click the Help item in the main menu to open the online help system. Navigate the online help by topics provided or enable the Context Sensitive Help which inserts a clickable help link at the top right of every page.

To enable Context Sensitive Help, click the Help item in the Main Menu, then click the link "Turn on Context Sensitive Help" near the top of the page. To disable, open the help system in the same way and click the "Disable Context Sensitive Help" link in the same location.

3.3 Additional Help

At any stage, if you require any additional advice, assistance or support not covered by the Online Help system, contact your service provider using the information provided under the "Getting Additional Help" topic from the Online Help Home Page.



5. Working with List Views

When working with the DuxAdmin application, you will often encounter large lists of data. The DuxAdmin list view system provides features to assist you in sorting and filtering the data displayed to help you find the information you need quickly and easily.

5.1 Row count and paging

You can define the maximum number of rows displayed by adjusting the row count value in the Row Limit field at the top and bottom of the results list.

Use **Next->** and **<-Previous** for paging between sets.

Jump directly to a specific row by entering the row number into the record number field at the top and bottom of the list display.

5.2 Sorting Columns

Where an arrow (▶, ▶) appears to the left of the column heading, those columns can be sorted alphanumerically. Click once on the arrow to sort the list data in ascending order, click again to sort on descending order.

Sorting data using up to 3 different columns is supported. Click first on the tertiary and secondary sort columns, and last on the primary sort column.

5.3 Filtering Data

Where a filter control appears at the base of a column, list results can be filtered to display only those records matching the filter properties defined. Defining filters on multiple rows has an additive effect – only rows matching *all* filters will be displayed.

The screenshot shows the DuxAdmin Internet Commander web application. On the left is a red sidebar menu with options like Organisation, Org Plans, Devices, Account, API, Customers, Domains, Web Sites, Access Plans, Users, Tickets, Tools & Reports, and Help. The main area displays a table of tickets. At the top of the table, it says 'Found 18 tickets'. Below this, there are navigation links: '<- Previous (10)' and 'Next 10->'. The table has columns: Ticket, Username, Issued, Expiry, TL, DL, OL, and Identifier. The first row shows a ticket issued on 15 Aug 2011. Below the table, there are more navigation links: '<- Previous (10)', 'Viewing records 1 - 10 of 18', and 'Next 10->'. At the bottom of the table, there are filter controls for each column, including a search box and a 'Filter' button. Callouts from external boxes point to these features: 'Row Limit' points to the 'Viewing records' text; 'Jump to' points to the 'Jump to' field; 'Sort' points to the sort arrows on the column headers; 'Column' points to the filter controls at the bottom of the columns.



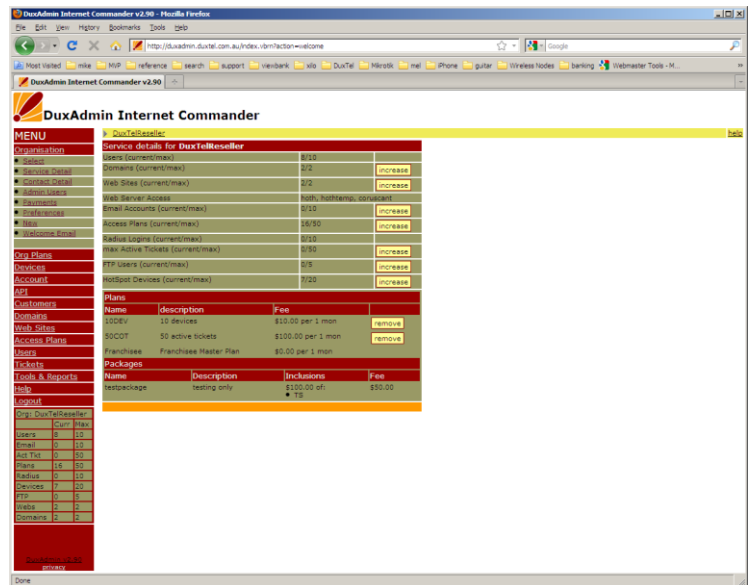
6. DuxAdmin Organisation Structure

The Organisation menu contains general information about your DuxAdmin account, and configuration options that you can use to customise specific functionality of the DuxTel Commander system.

6.1 Service Detail

The *Service Detail* item presents the current service plans configured for your account. These *Organisation Plans* control limits on creation of various objects managed by the DuxAdmin application such as devices, users, web sites, access plans and so on.

If you run out of available objects, you can increase limits by purchasing additional Organisation Plans that are offered by your DuxTel Commander Reseller. If there are no available Organisation plans for the objects you require, contact your authorised service reseller.



Also, if you have excess objects that you no longer require, you may be able to reduce your Organisation Plan subscription costs by removing excess plans from your account.

6.2 Contact Details

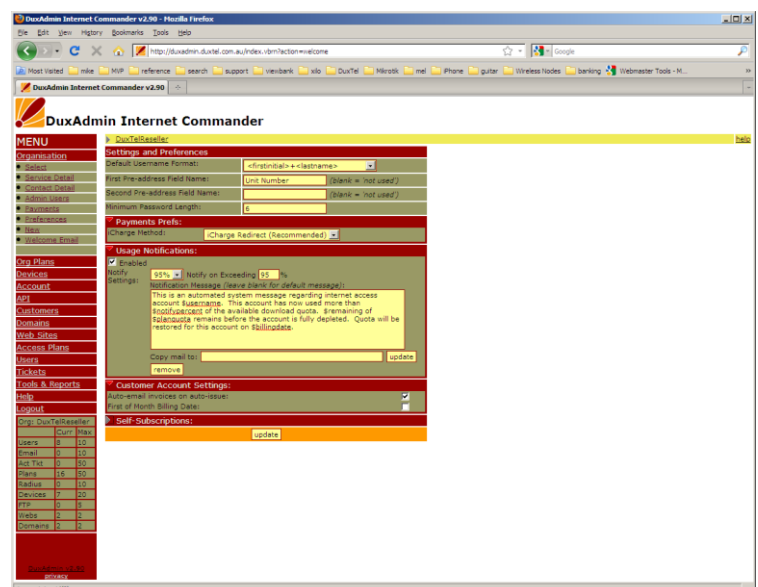
Contact details for your organisation are presented to your customers for various, such as on e-invoices and other system generated emails.

At the very least, you should provide at least one telephone number and at least one email address.

6.3 Preferences

The Preferences controls allow you to customise specific functionality of the DuxTel Commander:

User Settings: Select the auto-formatting of usernames based on first and last names, minimum password length and pre-address fields. Pre-address fields are useful if you need more specific detail for customer addresses, such as "Apartment Number" or "Building Name".



Payment Prefs: Select and manage the payment gateway options.



Usage Notifications: Automatically send email alerts to users when they reach defined percentage of their download quota.

Customer accounts: Defines whether to automatically send email of invoices, and whether to set all new customer invoice dates to the first of the month (by default, customers receive invoices on the same day-of-month that the customer record was created)

Self-subscriptions: When customers are able to create their own regular accounts, these parameters manage various components of the self-subscription process.



7. Managing your Account

Click on the Account menu to review and manage the financial details related to activity within your DuxTel Commander service.

7.1 Account Activity

The General account activity list displays all activity that affects the financial balance of your account.

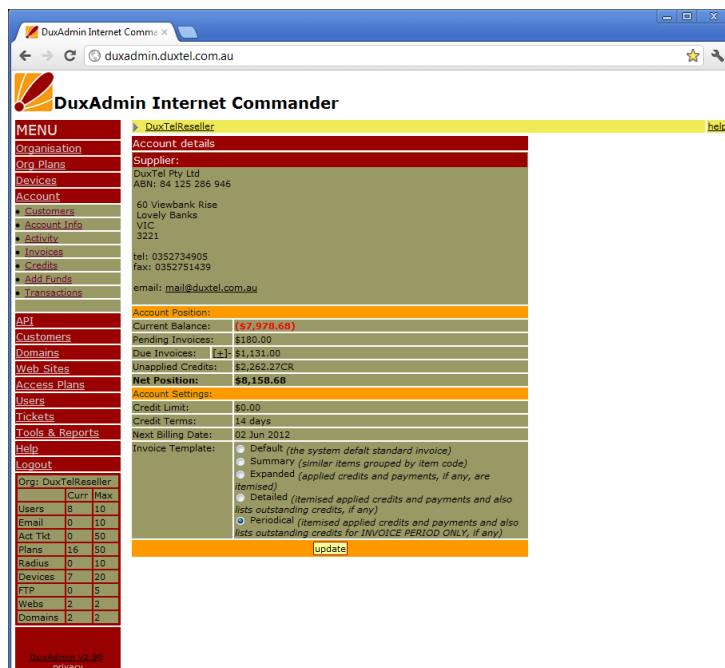
Click the relevant menu item to view lists of invoices and credits as required.

DuxAdmin Internet Commander

7.2 Account Info

The Account Info panel displays general status information about your DuxTel Commander account, and allows you to select the default invoice format.

Refer to the online help for further information about invoice formats.



Organisation	Account details
Org Plans	
Devices	
Account	
Customers	
Account Info	
Activity	
Invoices	
Add Funds	
Transactions	
API	
Customers	
Domains	
Web Sites	
Access Plans	
Users	
Tickets	
Tools & Reports	
Help	
Logout	
Org: DuxTelReseller	
Users 8 10	
Email 0 10	
Act Tkt 0 50	
Plans 16 50	
Radius 0 10	
Devices 7 20	
FTP 0 5	
Webs 2 2	
Domains 2 2	
DuxAdmin v2.30 (beta)	

Supplier:	DuxTel Pty Ltd
ABN:	64 125 286 946
Address:	60 Viewbank Rise Lovely Banks VIC 3221
tel:	0352734905
fax:	0352751439
email:	mail@duxtel.com.au

Account Position:
Current Balance: (\$7,978.68)
Pending Invoices: \$180.00
Due Invoices: 21 \$1,131.00
Unapplied Credits: \$2,262.27CR
Net Position: \$0,158.68

Account Settings:
Credit Limit: \$0.00
Credit Terms: 14 days
Next Billing Date: 02 Jun 2012
Invoice Template: <ul style="list-style-type: none">Default (the system default standard invoice)Summary (similar items grouped by item code)Expanded (applied credits and payments, if any, are itemised)Detailed (itemised applied credits and payments and also lists outstanding credits, if any)Periodical (itemised applied credits and payments and also lists outstanding credits for INVOICE PERIOD ONLY, if any)



8. Creating and Managing Access Plans

Access plans define the internet access service parameters and fees.

To review and manage the ticket plan details, click on "Access Plans" under the main menu to view the list of access plans available.

The Access Plan structure defines such service parameters as upload/download speeds, time and/or data transfer quotas as well as financial details including setup and/or monthly service fees.

8.1 Plan Types

DuxTel Commander supports two broad Access Plan categories:

Pre-pay Plans:

Pre-pay plans have defined duration of consumption limits. Examples of Pre-pay plans include typical 'Wireless HotSpot' service (e.g. 2 hours for \$10 or 500MB download limit for \$15, etc) or a pre-paid usage limit for domestic customers (e.g. buy 1 month access for \$25, with speed limited to 64Kbps after exceeding 5GB download)

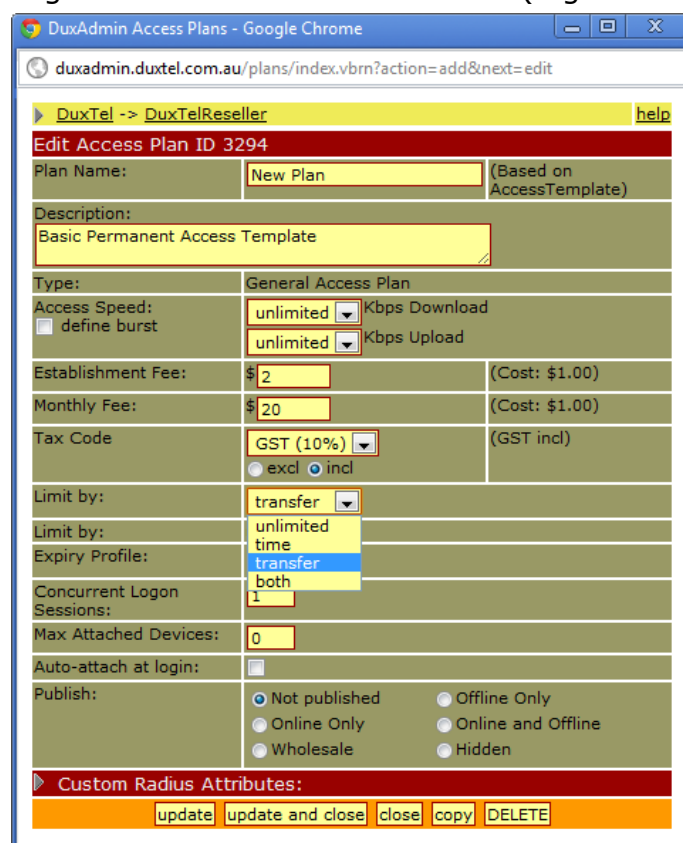
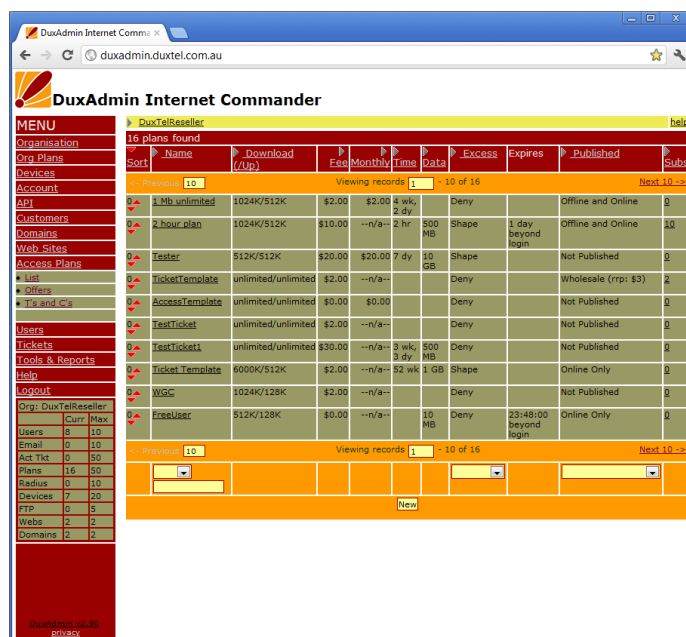
Pre-pay plans have only a setup fee that is applied at the time that plan is assigned to the customer, and usually paid for at the time of 'sale', but if the customer has an account, it is possible to apply the 'establishment fee' to a post-pay account.

Contract Plans:

Contract plans automatically refresh each month, and also applied the relevant fee to the customer account. Access plans that have a shaping profile (i.e. speed limited on exceeding some quota amount) automatically refresh the speed limit when crossing billing period.

Contract plans support charging on exceeding a monthly quota, as well as speed restriction. Contract plans can be defined as advance or arrears billing. The only difference between advance and arrears billing types is how the plan charge is displayed on the customer invoice, i.e:

Monthly fee for plan <plan name> for period [dd/mm/yyyy] to [dd/mm/yyyy]



For advance billing type, the first date of the period specified is the date of the charge. For arrears billing type, the *second* date is the date of the charge.

8.2 Publishing Access Plans

Access plans can be offered to customers in different ways:

Online: The plan can be selected by the customer when visiting the DuxAdmin customer portal, either as a casual access hotspot ticket purchase, or by first logging on to a customer account.

When a plan is set to *Online Only* mode, plans will be not be visible to admin users when selecting a plan to assign to customers.

Offline: The plan can only be assigned to a customer by an admin user. When a plan is set to *Offline Only* mode,

Wholesale: The plan can be offered as a template or *base plan* to your resellers (if you have any resellers configured) Wholesale plans cannot be used to assign directly to customers.



9. DuxAdmin Users

The DuxAdmin application supports two different user types:

Corporate: The corporate (company or staff) user is directly associated with the organisation currently managed. Corporate users do not have an independent financial account, and chargeable objects allocated to this user type are billed to the organisation.

Corporate users can be escalated to administrative level and assigned rights to manage one or more sections of the DuxAdmin application.

Customer: Customer user types are, as the name suggests, customers of the organisation currently managed.

9.1 Create new users

A new user is created by clicking on the **new** item under *Users* menu.

Enter the relevant user details and click to add the new customer.

If your DuxAdmin account supports email mailboxes, you can also create an email account at the same time.

Enable the checkbox to add a radius (internet access login) account if required, and choose an access plan to apply. Select *Customer* type for Customer users, or *Staff* for a new corporate user.

The screenshot shows the 'DuxAdmin Internet Commander' web interface. On the left is a 'MENU' sidebar with options like Tasks, Organisation, Org Plans, Devices, Account, API, Customers, Domains, Web Sites, Access Plans, Users, and Tickets. The 'Users' menu item is selected. The main area displays the 'Create new user' form. Fields include: Full Name (New), Username (nuser), Password (masked), Email (nuser@domain.com.au), and Access Plan (1 Mb unlimited). The 'Administrative Access' checkbox is checked. The 'User Type' is set to 'Customer' and the 'Access Template' is 'Tester'. At the bottom, there are 'Add and Edit' and 'Add and New' buttons.

If you are creating a new administrative user, enable the *Administrative Access* checkbox.

If you do not require (or want) to create an email mailbox for the new user, or if your DuxAdmin service does not offer email mailboxes, you can make a virtual email account and define a forwarding email address so that the DuxAdmin service can still issue invoices and other system correspondence by email.

9.2 Administrative Users

When a user is created with *Administrative Access* enabled, then the new user will be added to the Administrative Users list.

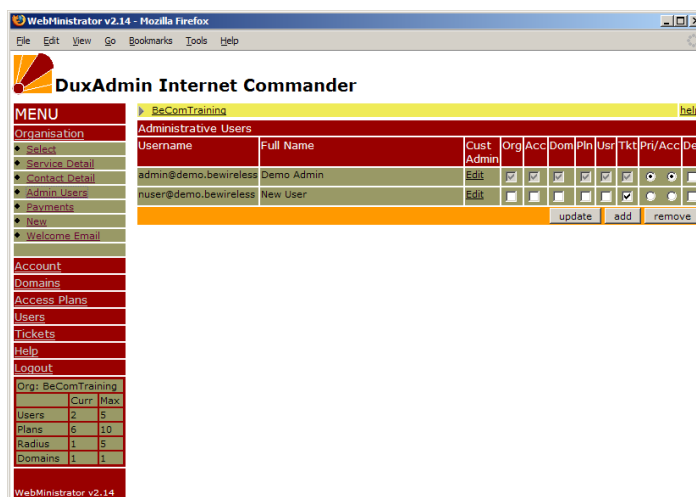
Click on *Admin Users* item under the *Users* menu to assign rights to administrative users.

If a user was not created with *Administrative Access* checkbox enabled, you can still promote that user to administrative level by first clicking on the *Add*



button at the base of the list of Administrative Users, and then select the new user from the pop-up list.

Grant administrative user access to the different DuxAdmin functions by enabling the relevant checkbox. (Hold the mouse cursor over the abbreviation title for tooltip help on the meaning of each access right)



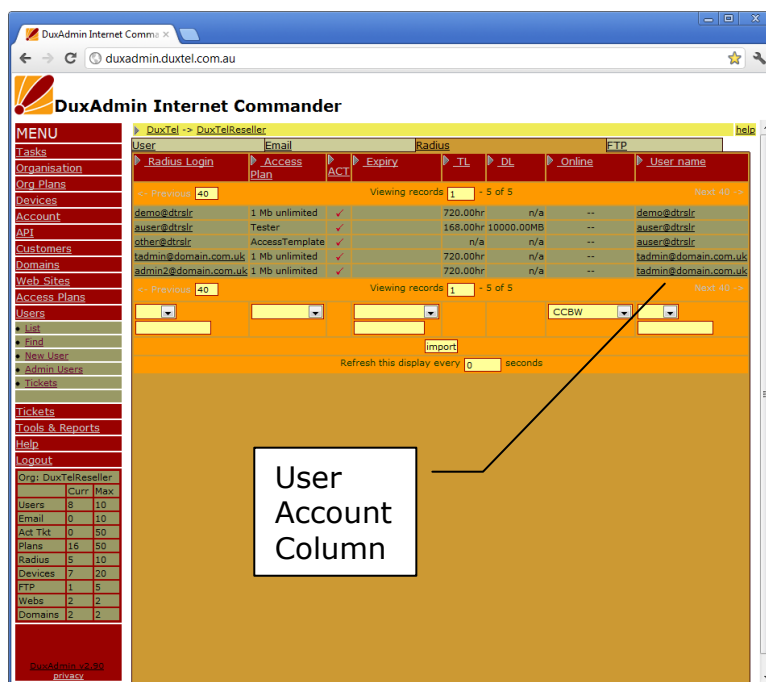
10. Managing Users

All objects associated with a user account is managed under the DuxAdmin application under the one combined section. The User List View tables operate in one of two modes:

List Mode: In List Mode, all objects defined under your DuxAdmin organisation are shown. For email, RADIUS and FTP lists, the *User Account* that the object is associated to is listed in the rightmost column of the table.

Click on a User Account in any of the list tables to enter *User Detail Mode*.

User Detail Mode: In this mode, only those objects related to the currently selected user will be displayed. To return to *List Mode*, simply click the *List* item under the Users menu.

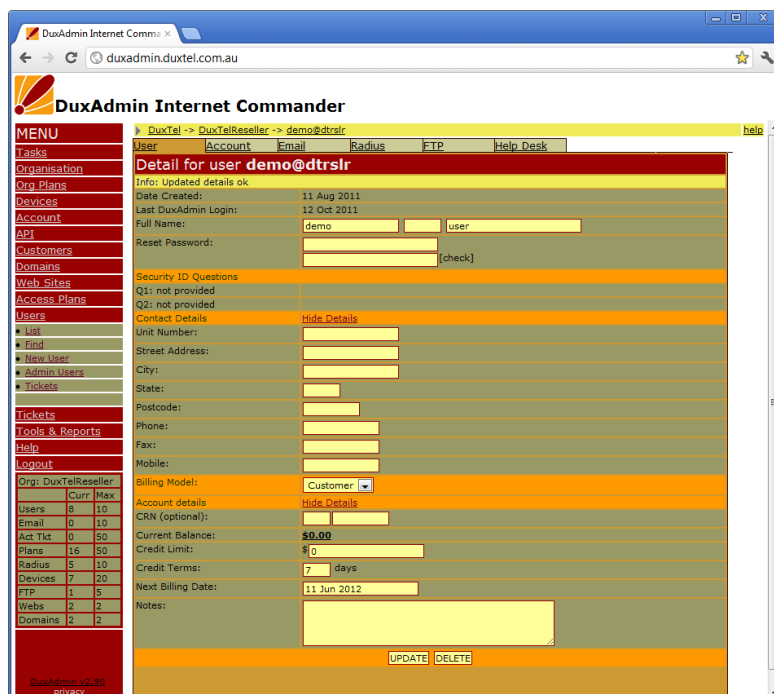


To manage individual users and associated objects, first enter User Detail Mode. User Detail Mode presents objects associated with the selected User in a similar 'tab' layout as the List Mode display

10.1 User Information

The *User* tab contains information specific to the currently selected user. Customer type users also include address details and account terms (credit limit and payment terms). When the defined account terms are exceeded, access to all services are suspended except for the ability to log on to the user portal to view and pay accounts.

Enable 'Synchronise' option on the password field to match the password associated with the user container object to all other associated objects that also have password synchronise enabled.



10.2 Financial Account

For Customer type users, the financial account tab is displayed. Use the provided list views to display and manage financial accounts including add/remove/modify credits and charges as well as view/add/manage invoices.



10.3 Email

The Email tab allows you to view, add, remove and manage email accounts. A user may have none, one or many email accounts. The email account can be an active mailbox (accessed via POP3, IMAP or WebMail) or simple relay/redirection email addresses.

10.4 RADIUS

RADIUS accounts allow users to log on to internet services by HotSpot or captive portal, of PPPoE services. As with email, a user can have none, one or many RADIUS objects associated. When multiple RADIUS accounts are allocated to one user account, billing for all those access plans are added to a single invoice.

10.5 FTP

If your DuxAdmin account supports web site services, ftp access to those web sites can be managed under the FTP tab.



11. Customers

The Customers menu allows you to perform tasks related to customer invoices and payments.

The main Customers *List View* presents a list of all of your customers with open invoice amounts totalled into aged groups (current, 14 days, 30/60/90 days)

Switch to the Invoices list to view and manage customer invoices.

11.1 Manage Invoices

Under the invoices list view, you can apply several actions to customer invoices:

Issue Invoice: Invoices that are not yet finalised can be made active and due for payment. This action closes selected invoices and optionally sends a copy of the invoice to the customer and/or your organisation accounts contact email address.

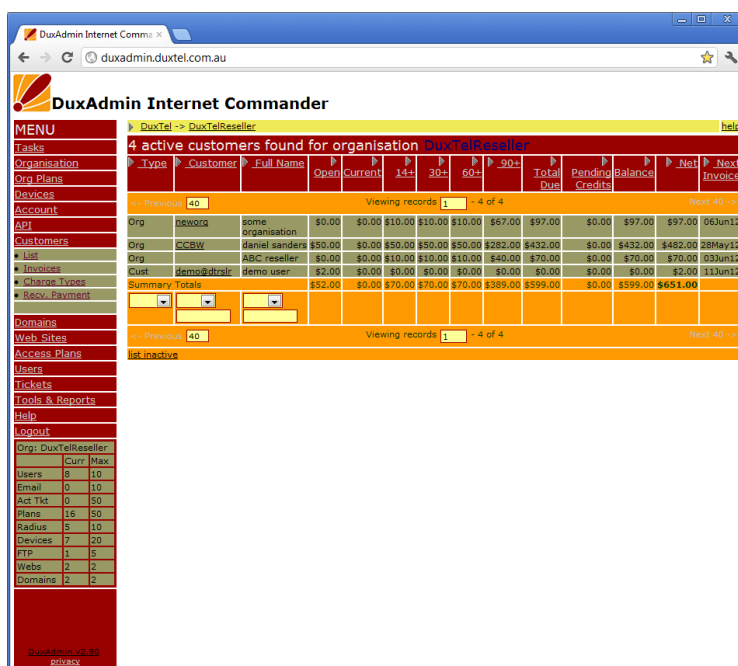
Email Invoice: Sends an email copy of the selected invoice/s to the customer and/or your organisation accounts contact email address

Apply Credits: If a user account has open credits, this option will apply those credits to the selected invoices.

Mark as paid: After receiving a payment from a customer, this action will enter a payment to the customer account and apply to the selected invoice/s.

Mark as Payment Rejected: When an invoice is marked as payment *Scheduled* this action will revert the invoice state to *Due* for payment. (refer to information on EZIDebit payments in Chapter 15)

To apply an action, first select the invoice/s using the checkbox in the rightmost column then select the action from the commands list at the bottom left of the list view.



12. Issuing pre-pay Tickets

Pre-pay tickets are intended for short term, casual access customers when a specific user account is not required. For example, visiting contractors requiring access to internet services, or hotel/resort guest users seeking to purchase internet access for the duration of their stay.

12.1 Issue Ticket

To issue an access ticket, click on the "Tickets" item in the main menu, and then select "issue" when it appears below the main menu item.

You will see a list of available access plans shown in the main display table.

Click the button labelled "Create" beside the plan that you wish to create a ticket for to display the new Ticket.

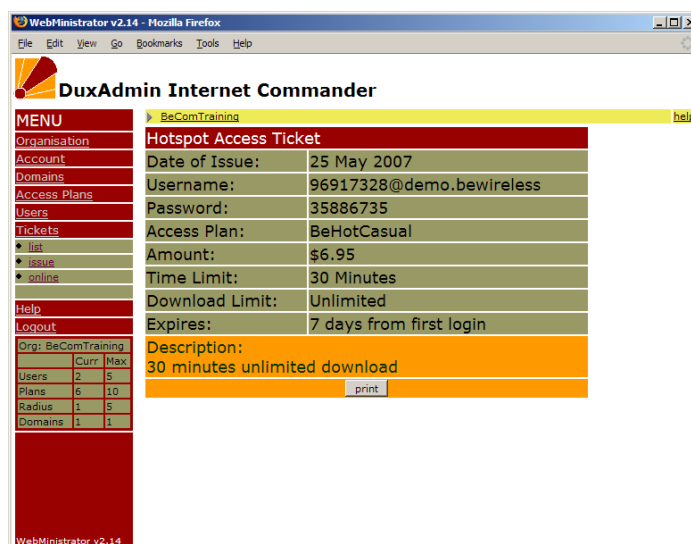
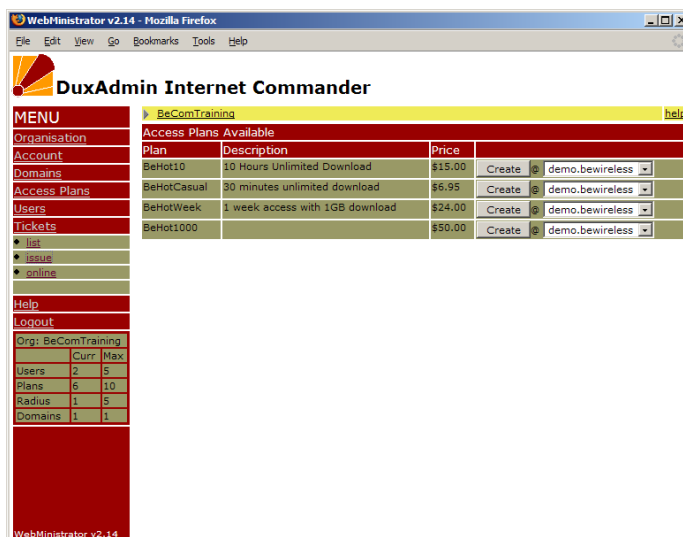
Now click the "Print" button to send the ticket to your selected printer.

Note that the ticket will generally fit the top half of an A4 sheet of paper. You might consider using specially prepared stationery for this task, possibly on a dedicated printer for HotSpot tickets to carry your company logo, or even to fill the lower half of the page with advertising or shopping coupons etc.

Note also the details that are shown on the printed ticket, and particularly the Expiry conditions.

Expiry is generally measures from the *time of first use* which means that it is possible to pre-issue many tickets in advance of sale for over-the-counter in a busy environment, mobile and remote point-of-sale, or packaging with other products (competition prizes, publicity etc)

Note that the ticket issued may be used to access the Wireless HotSpot internet service (where available) or at a connected Internet Café workstation (where installed) in exactly the same way. Tickets can also be part-used by one method, then resumed over a different mechanism!



12.2 Monitoring and Managing Tickets



Back to the Tickets item in the main menu, you will find a list of all tickets issued with details of the current status.

Hold the mouse cursor over the heading text of each detail column for a brief explanation of the meaning of each.

You can click on the table heading to sort the list by that category, or you can filter the list by using the tools at the base of each column.

ID	Organisation	Username	Password	Access Plan	Amount	Time Limit	Download Limit	Expires	Status
27583604	demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a		usage
84045551	demo.bewireless	BeComTraining	BeHotWeek	10 Nov 2006	re-issue	168.00hr	1000.00MB		usage
85557871	demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a		usage
93509897	demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a		usage
87681769	demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a		usage
85729517	demo.bewireless	BeComTraining	BeHotCasual	19 Jan 2007	re-issue	0.50hr	n/a		usage
21398210	becom.reseller	BeComReseller	BeHotWeek	07 Feb 2007	re-issue	n/a	1000.00MB		usage
82152134	becom.reseller	BeComReseller	BeHotWeek	20 Mar 2007	re-issue	n/a	1000.00MB		usage
86917328	demo.bewireless	BeComTraining	BeHotCasual	25 May 2007	Not yet activated	0.50hr	n/a		usage

One interesting feature of this list is the column indicating when the ticket is in use. When customer enters the username and password to access the internet service, that ticket will show up with name or IP Address of the currently accessed DuxMaster device in the "OL" (online) column.

12.3 Re-Issue Ticket

Also, notice that under the "Expiry" column, those tickets that have *not yet been accessed* have the text "re-issue" in place of the expiry date. Clicking on that link will reset the password for that ticket, effectively making the original printed ticket VOID.

This function is provided so that you are able to recover tickets that may have been previously issued, but for some reason not used. For example, a holiday park operator might include a 'free' internet access ticket with a "Weekend Package Deal", inserting the printed ticket into a coupon book or guest information booklet. If that ticket is lost or destroyed, or not used by the guest within the allowed time, the ticket may be recovered and re-issued for use without incurring an additional wholesale fee to your account.

We recommend that you exercise caution when using this re-issue feature, and if the original recipient attempts to use the ticket after you have re-issued, then they may assume that there is some sort of problem with the system. We suggest that you add some comments to the ticket descriptions indicating the terms of use and expiry conditions.

Please refer to the following section on modifying these details.

MENU	
Organisation	BeComTraining
Account	Hotspot Access Ticket
Domains	Date of Issue: 25 May 2007
Access Plans	Username: 27583604@demo.bewireless
Users	Password: 65022669
• List	Access Plan: BeHotCasual
• New User	Amount: \$6.95
• Tickets	Time Limit: 30 Minutes
Tickets	Download Limit: Unlimited
Help	Expires: 7 days from first login
Logout	Description: 30 minutes unlimited download
Org: BeComTraining	print
Users	
Plans	
Radius	
Domains	



13. Devices

In order to receive authentication requests from your NAS devices and HotSpot servers, you must first enter those device details under *Devices* menu.

The simple *List* view presents a list of devices defined for your current organisation.

Choose the Master List view to display all devices configured for your own organisation plus devices for any sub-organisations or organisation customers if you have any configured.

To add a new device, first click on Master List then select an organisation from the select tool at the bottom centre of the table and click add.

Refer to the online help for further details about the different options and fields presented.

DuxAdmin Devices - Google Chrome
duxadmin.duxtel.com.au/devices/index.vbm?action=edit

> DuxTel -> DuxTelReseller help

HotSpot details for DuxTelReseller

Device Name: syd.001
Description: Sydney NAS
HotSpot Device Type: GenericVPN
Device Login: Sydney NAS
Login Secret: secret
VPN IP Address: 0.0.0.0
Site Public IP Address (optional): 123.45.67.89
Device NASIPAddress (optional): 123.45.67.89
Ticket Domain: dtrslr
Logon Host: login.duxtel
Retail Ticket Sales: ☐
Test Mode: ☐
Payment Pop-up Warning: ☐
Walled Garden Sets (0 selected): none, Geelong Info.Net, DuxTel Set, iCharge Hosts
Retail Address:
Street: 25 some street
City: somewhere
State: ACT
Postcode: 2292
Location Coords: lat: , long:

HotSpot Login Page:

Template: Current
Logo Image: Upload
Info URL: http://
Public Notice Message:
Title:
Message:
Pop-up Error Msg: ☐
Display Ticket Detail: ☒
Redirect Page: http://
Preview
Update Update and Close Disable cancel
Delete

13.1 Customising the HotSpot Login Pages

The DuxAdmin application provides a facility to customise the login page displayed by each DuxMaster Internet Gateway Appliance under your account.

You can upload and manage Login page templates using the *Templates* item under the *Devices* menu. Refer to the online help for more information.

After you have uploaded a new login page template, you can define that template when editing individual device properties.



14. Tools and Reports

The Tools & Reports section presents a list of useful reports and other advanced functions.

If there is a report that you would like to see added, contact your Authorised DuxTel Commander Service Provider.

15. External Software Support

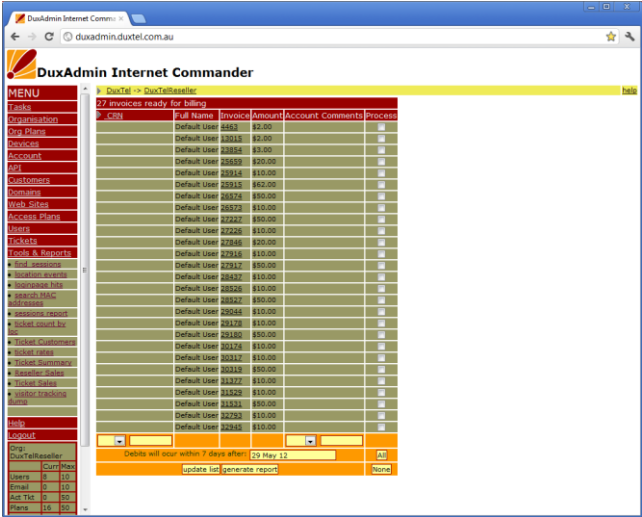
The DuxAdmin application offers many other features that are not covered in this document. Two items that may be of interest to cover briefly are support for EZIDebit payments service and API for QuickBooks integration.

15.1 EZIDebit Payments:

EZIDebit (<http://www.ezidebit.com.au>) is a payment processing service that allows you to process batch payments for regular customer accounts. EZIDebit supports both Credit Card and Direct Debit type payments.

The process for using this service follows these steps:

- Run the EZIDebit report
- Select user accounts to send for payments
- Download the EZDebit spreadsheet
- Submit spreadsheet to EZDebit for processing (this stage also sets included invoices to "Scheduled" state)
- Await results report from EZDebit service
- For failed payments, use *Customer Invoices* list action *Mark as payment Rejected*
- For successful payments, use *Mark as Paid* action under *Invoices* view in *Customers* menu



The screenshot shows the DuxAdmin Internet Commander web interface. On the left is a red navigation menu with options like 'Home', 'Organisation', 'My Plans', 'Invoices', 'Customers', 'Tools & Reports', 'Reports', 'Users', 'Tickets', 'Help', and 'Logout'. The main content area displays a table titled '27 invoices ready for billing'. The table has columns for 'Full Name', 'Invoice', 'Amount', 'Account Comments', and 'Process'. It lists 27 invoices, each for a 'Default User' with a unique invoice number and a fixed amount of \$5.00. At the bottom of the table, there are buttons for 'Update' and 'generate report'.

Full Name	Invoice	Amount	Account Comments	Process
Default User	2242	\$5.00		
Default User	2243	\$5.00		
Default User	2244	\$5.00		
Default User	2245	\$5.00		
Default User	2246	\$5.00		
Default User	2247	\$5.00		
Default User	2248	\$5.00		
Default User	2249	\$5.00		
Default User	2250	\$5.00		
Default User	2251	\$5.00		
Default User	2252	\$5.00		
Default User	2253	\$5.00		
Default User	2254	\$5.00		
Default User	2255	\$5.00		
Default User	2256	\$5.00		
Default User	2257	\$5.00		
Default User	2258	\$5.00		
Default User	2259	\$5.00		
Default User	2260	\$5.00		
Default User	2261	\$5.00		
Default User	2262	\$5.00		
Default User	2263	\$5.00		
Default User	2264	\$5.00		
Default User	2265	\$5.00		
Default User	2266	\$5.00		
Default User	2267	\$5.00		
Default User	2268	\$5.00		
Default User	2269	\$5.00		
Default User	2270	\$5.00		

Note: Although the EZIDebit payment service is supported by the DuxAdmin system, DuxTel does not specifically endorse or recommend any particular payment service. DuxTel has no direct or indirect affiliation with the providers of the EZIDebit payments service.

15.2 Quickbooks API

If you use Quickbooks business accounting software by Reckon (<http://www.quicken.com.au>) you can synchronise customers, invoices, credits, service plans and payments between the DuxTel commander solution and your Quickbooks database.



To use this service, first click on the QBWC item under the API menu, then refer to the online help for further information on using this service.

Note: Although the Quickbooks accounting package is supported by the DuxAdmin system, DuxTel does not specifically endorse or recommend any particular accounting package. DuxTel has no direct or indirect affiliation with the developers of the Quickbooks software.

The screenshot shows the 'DuxAdmin Internet Commander' web interface. On the left is a 'MENU' sidebar with categories like Organisation, Org Plans, Devices, Account, API, and Customers. The main content area is titled 'Account Import Settings for Quickbooks Web Connector'. It contains several input fields for configuration, including 'QBWC Access Password' (set to 'tester'), 'Import Invoices Since' (set to '01 Jan 2009'), 'Process for' (set to 'all'), 'Accounts Receivable AccountName' (set to 'Trade Debtors'), 'Bank Account for CC Payments' (set to 'DuxAdmin Income'), and 'Bank Account for Other Payments' (set to 'DuxAdmin Income'). There is also a table for 'Actions' with columns for 'To Process' and 'Export Sync', listing items like Customers, Plans, Orgplans, Chargetypes, Invoices, Credits, Applied Credits, Check open invoices, and Check for open credits. At the bottom, there is a 'Current Status' section showing 'Current State' as 'idle', 'Last Update Process' as 'never', and 'Last Result' as 'N/A'. Buttons for 'Update', 'Download QBWC Connector', and 'reset all' are visible.

