



Tracer SMDR Compatibility Guide

Pre-Sales Technical Reference

Describes supported SMDR formats in detail for each PBX
with which Tracer is compatible using SMDR for connectivity

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Introduction

This document defines the known formats of SMDR for various telephone systems that are supported for connecting Tracer with the purpose of capturing extension and in some cases account code information from the phone system. It is important to make sure the customer can support a format that we support. This information can be used to automatically delete recordings, trigger after-call actions, permissions and searching. The document will use the following organization method to define the SMDR formats:

Format Name

Field Name	Field 1	Field 2	Field 3	Field 4	Field X
Start/End	4-10	11-24	25-28	29-35	36-40
Req?	N	Y	N	N	N

Field Name

The column for the field name defines the name of the field as noted in Tracer's definition files. This may or may not match exactly with the PBX system's documentation.

Start/End

The START/End row defines the precise character position within the SMDR record where the field is expected to begin and end.

Fields may exist that are not defined in this document. In this case the field after such undefined fields must have a START value that matches precisely with the SMDR output in all cases to support compatibility.

Req?

The REQ? row defines whether a field is required or not for an SMDR record to be considered valid by Tracer. **"Y" = required** and **"N" = optional**.

If a field is required (Req? field indicates Y) it means that field can not be blank. The field must be populated.

In general it should be assumed that the order of fields presented in this document is required. In cases where the PBX supports alternate ordering of fields any non-documented ordering may not be supported.

SMDR records must be output within 2.0 seconds of the call termination to be associated with the call. In cases where a delay longer than 2.0 seconds exists the record will be ignored.

The Trunk ID field is what ties Tracer together with an smdr record. A Trunk ID is always required; it may be either an inbound or an outbound Trunk ID. Trunk IDs can be referred to as In Trunk ID, Out Trunk ID, Trunk ID, Originating Device, or Term Device.

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Last, it may be possible to configure data fields in ways that are not documented or supported. For example, Trunk ID's with alpha characters. Cases where data fields are known to be unique to a PBX and the format is supported are documented here. The absence of any such notes indicates the assumption of a pure numeric value. This applies directly to Trunk ID's and Extensions.

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Avaya Definity

Printer Format – Inbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID
Start/End		6-9	17-19	21-36	37-41	43-58	74-76	78-80
Req?	N	Y	N	N	N	N	Y	N

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.

Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

Printer Format – Outbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID
Start/End		6-9	17-19	21-36	37-41	43-58	74-76	78-80
Req?	N	Y	N	N	N	N	N	Y

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.

Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

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59 Character Format - Inbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID
Start/End		5-8	13-15	16-30	31-35	36-50	53-55	56-58
Req?	N	Y	N	N	N	N	Y	N

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.

Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

59 Character Format - Outbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID
Start/End		5-8	13-15	16-30	31-35	36-50	53-55	56-58
Req?	N	Y	N	N	N	N	N	Y

This format supports multiple records per call. Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields MUST come before the In Trunk ID and Out Trunk ID fields.

Incoming and Outgoing call splitting should be enabled to receive a record on each transfer.

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Raw Format - Inbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID	Inbound Trunk group
Start/End		6-9	14-17	19-32	33-43	43-57	68-70	71-73	77-80
Req?	N	Y	N	N	N	N	Y	N	N

Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields **MUST** come before the In Trunk ID and Out Trunk ID fields.

Raw Format - Outbound

Field	Time	Duration	Outbound trunk group	Dialed number (ext. on inbound)	Calling number	Acct code	In Trunk ID	Out Trunk ID	Inbound Trunk group
Start/End		6-9	14-17	19-32	33-43	43-57	68-70	71-73	77-80
Req?	N	Y	N	N	N	N	N	Y	N

Either the In Trunk ID or Out Trunk ID fields must be populated for this format to be effective with Tracer. The Dialed Number and Calling Number fields **MUST** come before the In Trunk ID and Out Trunk ID fields.

Avaya Legend

15-Digit Number Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-32	35-42	45-47	50-52	54-70
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call. **PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently!**

24-Digit Number Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-41	44-51	54-56	59-61	64-80
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call. **PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently!**

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Avaya Magix

Standard Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-11	12-17	18-37	38-46	47-52	53-57	58-74
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call. **PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently!**

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Avaya Partner ACS

Standard Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-32	35-42	45-47	50-52	54-70
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call. **PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently!**

Long Phone Number Format

Field	Start Date	Start Time	Dialed Number	Duration	Trunk ID	Extension	Acct Code
Start/End	3-10	12-16	18-35	38-45	48-50	53-55	57-73
Req?	Y	Y	N	Y	Y	Y	N

This format supports one record per call. **PRI circuits are not supported with this PBX because the Trunk ID does not match the PRI channel consistently!**

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ESI IVX

Standard Format

Field	Extension	Trunk ID
Start/End	27-29	77-78
Req?	Y	Y

This format supports multiple records per call.

Tabular Format

Field	Extension	Acct Code	Trunk ID				
Start/End	27-29	60-69	77-78				
Req?	Y	N	Y				

This format supports multiple records per call.

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Executone Eclipse

Standard Format

Field	Type	Extension	Trunk ID	Dialed Number	Time	Duration	Cost	Acct Code
Start/End	1-3	4-9	10-15	16-44	45-50	51-59	60-66	67-78
Req?	Y	Y	Y	N	Y	Y	N	N

This format supports one record per call.

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Inter-Tel AXXESS

Standard Format

Field	Type	Extension	Trunk ID	Dialed Number	Time	Duration	Cost	Acct Code
Start/End	1-3	4-9	10-15	16-44	45-50	51-59	60-66	67-78
Req?	Y	Y	Y	N	Y	Y	N	N

This format supports one record per call.

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Iwatsu ADIX

Standard Format

Field	Trunk ID	Extension	Duration	Calling ID	Dialed ID	Acct Code
Start/End	5-7	9-12	21-28	30-44	46-61	62-73
Req?	N	Y	N	N	N	N

This format supports multiple records per call. The format of the Trunk ID is unique to the Iwatsu ADIX platform and is supported.

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Mitel SX 200

Standard Format - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Misc	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End	1	2-6	7-13	14-22	23-27	28-33	34-59	60-61	62-65	66-71	72-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports one record per call. The XFR event field does not show transfer events in the SX 200; the same format is offered in the SX 2000, which does implement this feature. The SX 200 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk ID's, both of which are supported.

Standard Format - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Misc	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End	1	2-6	7-13	14-22	23-27	28-33	34-59	60-61	62-65	66-71	72-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports one record per call. The XFR event field does not show transfer events in the SX 200; the same format is offered in the SX 2000, which does implement this feature. The SX 200 uses either "Tnnn" or "Xnnn" (where "n" = a number) as Trunk ID's, both of which are supported.

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Mitel SX 2000

Standard Format without Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	34-59		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Standard Format without Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	34-59		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Standard Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Standard Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

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Extended Format without Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73		84-95
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Extended Format without Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73		84-95
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Extended Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-96
Req?	N	Y	Y	Y	Y	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Extended Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-96
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

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Mitel 3300

Standard Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The 3300 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Standard Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	15-22	24-27	32-34	36-61		62-65	66-71	73-84
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The 3300 uses either “Tnnn” or “Xnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Extended Format with Transfer Events - Inbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	Y	N	N	N	N	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

Extended Format with Transfer Events - Outbound

Field	Long Call?	Date	Time	Duration	Originating Device	Time to Ans.	Dialed Digits	Misc	Term. Device	XFR event	Acct Code
Start/End			7-13	17-24	26-32	34-37	39-64		67-73	74-82	84-95
Req?	N	Y	Y	Y	N	N	N	N	Y	N	N

This format supports multiple records per call. The SX 2000 uses either “Tnnnn” or “Xnnnn” (where “n” = a number) as Trunk ID’s, both of which are supported.

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NEC 2400

Standard Format

Field	Trunk Group ID	Trunk ID	Extension	Start Time	End Time	Acct Code
Start/End	5-7	8-10	14-19	20-29	30-39	40-49
Req?	N	N	N	Y	Y	N

This format supports multiple records per call. Valid records start with "0!" and the start values described above are each greater than the comparable value in the NEC documentation by 2 due to these extra characters.

Enable split billing to get a record on each transfer.

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NEC Electra Elite

Standard Format

Field	Trunk ID	Extension
Start/End	16-23	28-30
Req?	Y	Y

This format supports multiple records per call.

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NEC IPK 1

Standard Format

Field	Trunk ID	Extension
Start/End	16-23	28-31
Req?	Y	Y

This format supports multiple records per call.

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NEC IPK 2

Standard Format

Field	Start Time	Trunk ID	Extension	Acct Code
Start/End	6-10	12-21	32-41	64-79
Req?	Y	Y	Y	N

This format supports multiple records per call.

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Nortel Meridian

The Nortel Meridian issues a different set of fields for normal, start, end, transfer and account code events. Each will be described separately for each format below.

Old Format - Inbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1	10	18-24	38-42	44-48	50-57
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

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Old Format - Outbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	10-16	18-24	38-42	44-48	50-57
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

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New Format – Inbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	Y	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

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New Format – Outbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-48
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

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New Format with DNIS - Inbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	Y	N	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

Tracer SMDR Compatibility Guide

New Format with DNIS - Outbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	10-16	18-24	26-30	32-36	41-47
Req?	Y	N	Y	Y	Y	Y

Account Code Event – indicated by RecID = “A”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	10-16	18-24	26-30	32-36	53-64
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call. Trunk ID's and extensions are unique to the Nortel Meridian and include alpha characters as follows: "A" or "T" = Trunk, "DN" or "" = Stn.

Tracer SMDR Compatibility Guide

Samsung iDCS 500

Standard Format

Field	Extension	Trunk ID	Date	Start Time	Acct Code	Name
Start/End	6-9	16-19	21-25	27-31	67-80	99-114
Req?	Y	Y	Y	Y	N	N

This format supports multiple records per call.

Tracer SMDR Compatibility Guide

Tadiran Coral

Old Format

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	35-39	41-46
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

Standard Format

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	35-39	41
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

Standard Format plus Cost

Field	Date	Time	Duration	Trunk ID	Extension	Acct Code
Start/End		8-12	15-19	27-32	42-46	48-53
Req?	Y	Y	Y	Y	Y	N

This format supports one record per call.

Tracer SMDR Compatibility Guide

Teltronics (formerly Harris) 20-20

Standard Format - Inbound

Field	Audit	Type	ST	Start Time	End Time	Station / Trunk #1	Station / Trunk #2	Acct Code
Start/End	1-4	6-8	10-11	20-25	34-39	41-55	57-71	107-122
Req?	Y	Y	Y	Y	Y	Y	N	N

This format supports one record per call.

Standard Format - Outbound

Field	Audit	Type	ST	Start Time	End Time	Station / Trunk #1	Station / Trunk #2	Acct Code
Start/End	1-4	6-8	10-11	20-25	34-39	41-55	57-71	107-122
Req?	Y	Y	Y	Y	Y	N	Y	N

This format supports one record per call.

Tracer SMDR Compatibility Guide

Toshiba CIX

The Toshiba CIX issues a different set of fields for normal, start, end, transfer and charge events. Each will be described separately for each format below.

Standard Format - Inbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1-1	14-22	24-32	34-38	40-44	49-56
Req?	Y	Y	N	Y	Y	Y

Charge Event – indicated by RecID = “C”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1-1	14-22	24-32	34-38	40-44	60-71
Req?	Y	Y	N	Y	Y	N

This format supports multiple records per call.

Tracer SMDR Compatibility Guide

Standard Format - Outbound

Normal Event – indicated by RecID = “N”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Start Event – indicated by RecID = “S”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

End Event – indicated by RecID = “E”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Transfer Event – indicated by RecID = “X”

Field	RecID	Originating Device	Term. Device	Date	Time	Duration
Start/End	1	14	24	34	40	49
Req?	Y	N	Y	Y	Y	Y

Charge Event – indicated by RecID = “C”

Field	RecID	Originating Device	Term. Device	Date	Time	Acct Code
Start/End	1	14	24	34	40	60
Req?	Y	N	Y	Y	Y	N

This format supports multiple records per call.

Tracer SMDR Compatibility Guide

Toshiba Strata DK

Standard Format without Account Code

Field	Misc	Trunk ID	Caller ID?	Ext	SD N	Time	Call Duration	Ring Duration	XFR Ext	CID
Start/End	1	2-4	5	6-10	11-15	16-21	22-30	31-36	37-42	43-64
Req?	N	Y	N	Y	N	N	N	N	N	N

This format supports multiple records per call.

Standard Format with Account Code

Field	Misc	Trunk ID	Caller ID?	Ext	SD N	Time	Call Duration	Ring Duration	XFR Ext	CID	Acct Code
Start/End	1	2-4	5	6-10	11-15	16-21	22-30	31-36	37-42	43-64	65-82
Req?	N	Y	N	Y	N	N	N	N	N	N	N

This format supports multiple records per call.

Tracer SMDR Compatibility Guide

Vodavi XTS

Standard Format

Field	Extension	Trunk ID	Start Time	Date	Acct Code
Start/End	1-4	6-8	19-23	25-32	60-71
Req?	Y	Y	Y	Y	N

This format supports one record per call.