

Appendix

Appendix A

Recommended Modems & Modem Strings

Shown below are the modem types that have been tested for use with the ExpressNet® program. The use of modems other than those shown below may result in data corruption during communication between the computer and the phones.

Protel is continually testing modems for system compatibility. Please contact Protel Technical Support for a current listing of compatible modems. Protel makes no warranty of compatibility for any modem other than Protel's UPMS1200 Modem.

PROTEL UPMS1200 MODEM RECOMMENDED FOR USE WITH EXPRESSNET® PAYPHONE MANAGEMENT SOFTWARE

PROTEL

PROTEL MODEMS

UPMS1200 (External Modem)

Modem Initialization String: ATM1L3E0Q0V1X1S0=0S10=255S9=2&D2
Modem Dial String: ATDT
Modem Answer String: ATA
Modem Reset String: ATZ

PRACTICAL PERIPHERALS

PRACTICAL PERIPHERALS

PM1200SA Mini

Modem Initialization String: ATM1L2E0Q0V1X3S10=255S0=0S9=2
Modem Dial String: ATS7=100DT
Modem Answer String: ATA
Modem Reset String: ATZ

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Appendix B

Adding Users to the System

Shown below are the steps necessary to enable additional users to access the functions of the program. Each user may be assigned a security code that determines the level of system access they are granted. User login names and passwords may be added, deleted and/or edited using the information below.

Adding Users

- a. Beginning from the main menu screen, press the following keys: [6] *System Utilities*, [3] *Password Maintenance*.
 - A list is displayed showing all users currently permitted to use the program.
- b. Press [F3] *Add* to add a new user.
 - To edit an existing password, use the arrow keys to highlight the applicable user name and press [ENTER]. To delete, press [F5]. To clone, press [F4].
- c. In the field labeled *New Record Name*, enter the name that the user must type in the field labeled *User Name (ID)*: when logging on to the program.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- d. Press [F2] to save and advance to the next screen.
 - A screen similar to the following is displayed.

```

2-----| EDIT PASSWORD for User : PROTEL |-----2.6.3
Mon. Dec 20, 1993 |                               | 13:05:57

Desc: PROTEL
Password: *****
Confirm Password: *****
Access Level: 4

-----| ESC Abort F1 Help F2 Save Arrows |-----
Enter information about the user

```

- e. In the field labeled *Desc*, enter a descriptive comment that can be associated with this user. (Example: "John Doe")
 - Any combination of up to 40 alpha/numeric characters may be used.
- f. Press [ENTER] to advance to the field labeled *Password*.
- g. Enter an eight character password for this user. (Passwords are NOT case sensitive.)
- h. Press [ENTER] to advance to the field labeled *Confirm Password*.
- i. Retype the password exactly as it was entered in step h.
- j. Press [ENTER] to advance to the field labeled *Access Level*, and then press [SPACE].
 - A pick list of access levels (1 - 4) is displayed.
- k. Use the arrow keys to highlight the number corresponding to the level of access that this user should be granted. Access numbers are defined as follows:
 - 1 = Access level 1 provides full access to all functions of the program. The System Administrator must be set to an access level of 1.
 - 2 = Access level 2 provides access to all functions except *System Utilities*.
 - 3 = Access level 3 provides access to all functions except *System Utilities* and any functions related to billing CDR records.
 - 4 = Same as access level 3 except that the user may not edit any fields (view only).
- l. Press [ENTER].
- m. Press [F2] to save changes and return to the previous screen.
- n. Perform steps b through n until all users have been defined.

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This completes the steps necessary to add, delete and/or change the user names and passwords.

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Appendix C

Alternate Reroute Settings

CONQUEST

10XXX Access

Access Number: 0 5 1 0 3 1 9 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

800 Access

Access Number: 1 1 1 8 0 0 3 8 8 6 7 0 8 5 A

Switch Format: 00 00 1***00B 00 00 *
12 34 5678901 23 45 6

ONCOR

10XXX Access

Access Number: 0 5 1 0 6 5 8 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

800 Access

Access Number: 1 1 1 8 0 0 8 6 4 2 1 4 8 5 A

Switch Format: 00 00 1***00B 00 00 *
12 34 5678901 23 45 6

CAPITAL NETWORK SYSTEMS INC

10XXX Access

Access Number: 0 5 1 0 4 2 5 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

800 Access

Access Number: 1 1 1 8 0 0 8 7 6 6 5 6 6 5 A

Switch Format: 00 00 1***00B 00 00 *
12 34 5678901 23 45 6

OPTICOM

10XXX Access

Access Number: 0 5 1 0 8 8 0 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

AMNEX

10XXX Access

Access Number: 0 5 1 0 3 7 0 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

800 Access

Access Number: 1 1 1 8 0 0 4 4 4 9 6 0 6 5 A

Switch Format: 00 00 1***00B 00 00 *
12 34 5678901 23 45 6

950 Access

Access Number: 0 7 9 5 0 7 3 7 0 5 A

Switch Format: 00 00 1***00B 00 00 *
12 34 5678901 23 45 6

CLEARTEL COMMUNICATIONS

10XXX Access

Access Number: 0 5 1 0 5 4 8 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

LDDS

10XXX Access

Access Number: 0 5 1 0 4 5 0 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

USLD

10XXX Access

Access Number: 0 5 1 0 0 7 0 0 0

Switch Format: 00 00 ***00B 00 00 *
12 34 5678901 23 45 6

NOTE:

If the Home Area Code should not be added to the destination number in your area, enter a "3" instead of a "#" in position seven of the switch format.

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Appendix D

Flag Codes

Flag codes are used to indicate specific operating conditions with the payphones. Each flag is represented as a two character code that is reported during communication between the phone and the computer. The codes are used to flag conditions such as; payphone operating errors, status of communication between the phone and computer, maintenance conditions (cash box emptied), etc. Using the **Flags Report** feature of the program, reports may be printed to show which flags have been received from the phones. Listed below are descriptions of supported flag codes.

- \$E Coin Total Error:** Indicates that an error was detected in the non-resettable coin totalizer in the phone. Fix: Poll the phone. If this flag does not reset, the RAM on the chassis assembly or the chassis assembly must be repaired.
- \$F Coin Box Full:** Indicates that the volume of coins in the coinbox has reached 100 percent. The coin box must be emptied to reduce the possibility of coins becoming jammed.
- \$V Cash Box Volume Reached:** Indicates that the volume of coins in the cash box has reached the percentage(%) full programmed for the payphone to report (See Screen 2.3). The coin box should be emptied at this time.
- AE Accounting RAM Error:** Indicates that an error was detected in the RAM used for call accounting. The information received from the phone may not be accurate. Fix: Poll the phone. If this flag does not reset, the RAM on the chassis assembly or the chassis assembly must be repaired.
- BE Box Amount Error:** Indicates that an error was detected in the "coin box amount" totalizer. The "coin box amount" reported to the computer may not be accurate. Fix: Have the technician empty the coin box and use the *#1 reporting command [Cash Box Emptied]. If this flag does not reset, the chassis assembly must be repaired.
- BG Bad Ground:** This flag indicates that the phone made four unsuccessful attempts to detect a collect or refund signal from the central office. This flag is reset after the phone successfully detects a collect or refund signal from the central office.
- BM Box Missing:** This flag indicates that the coin box has been missing from the phone for at least 15 minutes.
- BR Box Removed:** This flag indicates that the coin box was removed from the phone during a time that is other than during the active coin box removal window. Specify if this flag should automatically be reported to the computer if it becomes set in the phone.
- CG Coin Gate Failure:** Indicates that an error was detected with the operation of the collect/refund gate of the Electronic Coin Scanner II. This may be caused by a jam or failure in the coin gate circuit. Fix: replace ECS.
- CR Clock Reset:** This flag indicates that the date and time in the phone has been reset due to a power-on reset condition.
- CT Coin Total Fix:** Indicates that the totals for "Totals to Date" and "Amount in Box" have been ZEROED due to someone selecting the option "Set Coin Values to Zero" on Screen 2.1.7
- DE Inactivity:** This flag indicates that the payphone did not see deposited coins on 10 consecutive attempts to process a call. This flag is automatically reset once a coin call is completed.
- DI Dial Inactive:** This flag indicates that the handset came off hook X number of times without a call ever getting to the point of call cut-through (phone dialed out, and transmitter/receive turned on.). The value of X must be specified in the option labeled "Peg Coin/Inactivity."
- ES Cash Box Emptied (*#1):** Indicates that the cash box of the phone has been emptied and the repair person reported this information to the computer by entering the reporting command *#1 at the payphone keypad.
- EE EEPROM Error:** Indicates that the program stored in EEPROM within the payphone is corrupted. Replace EEPROM Chip(s).
- HG Handset Gone:** Indicates that there is improper resistance of the handset receiver. The handset may be missing or defective/incorrect wiring. Fix: check wiring; replace handset or chassis assembly.
- HO Handset Off Hook:** Indicates that the handset was left off hook with no activity for approximately 15 minutes. Fix: check hookswitch operation.

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Flag Codes (Continued)

- LA Lower Alarm:** Indicates that the lower housing (coin box) door was removed.
- LB Low Battery:** Indicates that the chassis assembly has detected the voltage of the NiCad battery to be low and that the battery is in the process of being charged. Fix: If this flag reoccurs, replace the NiCad battery and test the incoming line for proper current and voltage.
- LR Loop Reversed:** Indicates that the tip and ring wires connected to the phone, are reversed.
- ME Coin Mech Error:** Indicates that a failure was detected with the operation of the Electronic Coin Scanner or associated circuitry. Possible causes; defective ECS, defective interconnect cable or chassis. Fix: coin mech or chassis assembly.
- NE Audit CDR Error:** Indicates that an error was detected in the data of the non Store & Forward call detail records (CDR) received from the phone. The records received from the phone may not be accurate. Fix: Contact your distributor or Protel for assistance. If this flag does not reset in the phone, the chassis assembly must be repaired.
- OC Opto-Coupler:** The error flag indicates a collect/refund hardware failure in the phone.
- OE Over Charge Memory Error:** Indicates that an error was detected in the "overage amount" [amount deposited was more than the amount charged] reported to the phone. Fix: Poll the phone. If this flag does not reset, the RAM on the chassis assembly or the chassis assembly must be repaired.
- PC Peg Count:** Indicates that the number of calls made on the phone is equal to the number specified for the "Inactivity/Completed Calls peg counter" (See Screen 2.3).
- PR Phone Repair (*#3):** Indicates that a repair person entered the reporting command *#3 (Program Update) at the payphone keypad. This reporting command causes the phone to call in to the computer and request a download of rates/options information to program or reprogram the phone.
- RC Relay Collect:** This flag indicates that there is a problem with the escrow relay's collect function. This flag will become set if the phone makes six consecutive unsuccessful attempts to collect coins.
- RE Ram Error:** Indicates that an error was detected in RAM used for storing rates/options information. Fix: Poll the phone. If this flag does not reset, the RAM on the chassis assembly or the chassis assembly must be repaired.
- RR Relay Refund:** This flag indicates that there is a problem with the escrow relay's refund function. This flag will become set if the phone makes six consecutive unsuccessful attempts to refund coins.
- SC Stuck Coin:** Indicates that the coin relay is not operating properly. Possible causes are a stuck coin, faulty trigger switch, faulty coin relay or faulty circuitry on the chassis assembly. Fix: check for stuck coin; stuck relay; or relay connections.
- SN Silicone Ser #:** This flag indicates that the phone detected a change in the serial number associated with the add-on board that is installed in the phone.
- ST Status Check (*#2):** Indicates that a repair person entered the reporting command *#2 (General Reporting Status) at the phone keypad. This command causes the phone to call the computer and report the details of calls that have been made on the phone since the last time that the phone reported this information. The phone also verifies that the rates/options information stored in the phone is up to date and if necessary requests a download of rates/options information from the computer.
- TE Resettable Coin Totalizer Error:** Indicates that an error was detected in the "amount to date" reported to the computer. Fix: Poll the phone. If this flag does not reset, the RAM on the chassis assembly or the chassis assembly must be repaired.
- TR Time Report:** Indicates that the payphone has reported in to the computer during the "Remote Reporting Time." (See Screen 2.3 - Reporting Options).
- UA Upper Alarm:** Indicates that the upper housing has been removed.
- VE Coin Box Volume Error:** Indicates that an error was detected in the coin box volume percentage reported to the computer. Fix: Have the technician empty the coin box and use the *#1 reporting command [Cash Box Emptied]. If this flag does not reset, the chassis assembly must be repaired.

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