

ExpressNet® Payphone Management System

Reference Manual

04/17/95



4150 Kidron Road • Lakeland, FL 33811 • (813) 644-5558

Document # XNETRM001.0

**ExpressNet®
Payphone Management System**

WATERPROOF
CLEAR TOPPER



4150 Kidron Road • Lakeland, FL 33811 • (813) 644-5558

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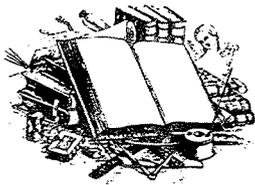
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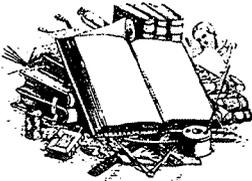


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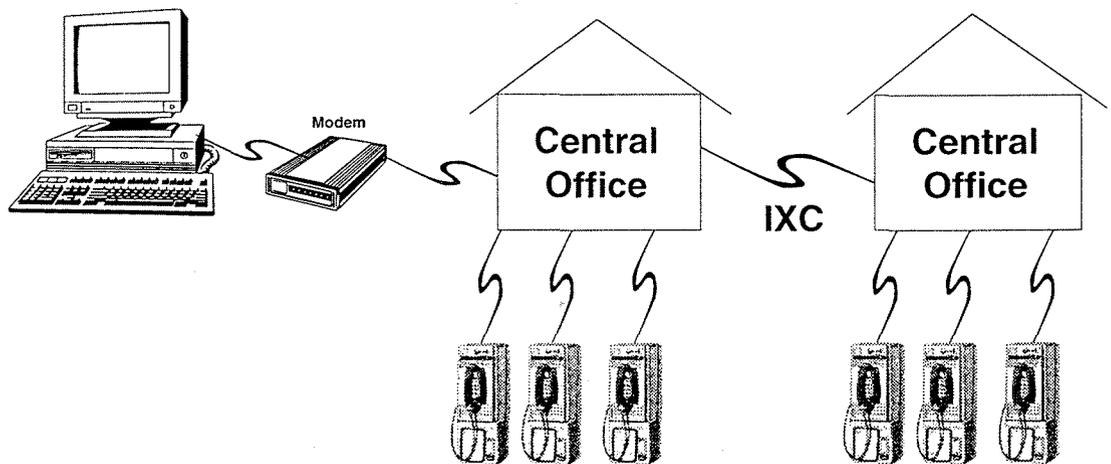
Purpose

This document is intended as a reference manual detailing the features/functions of the ExpressNet® Payphone Management System. This document is designed such that each chapter focuses on a different section of the program where the manual follows the structure of the program's main menu screen. Procedures are provided throughout the manual to assist in easily setting up the program for your particular needs. For additional product support, registered users are urged to contact their distributor. If necessary, Protel Technical Support may be reached at (800) 925-8881.

Overview

Protel's ExpressNet® Payphone Management System is a DOS based computer program designed to provide a means to remotely manage and monitor Protel's payphones. Complete control of payphone routes are maintained within the program.

The program provides the ability to maintain detailed information about each phone site as well as control the aspects of a phone's operation. Report generating functions of the program provide the ability to create reports that detail information on all facets of payphone activity. In addition, the program may be set up to communicate with each payphone (polling). During communication between the computer and a phone, diagnostic flags may be reported to the computer to alert conditions such as: handset missing, relay jam, payphone inactivity, coin box volume, etc. If necessary, during communication, the computer will update a phone's operating parameters and the phone will transfer, to the computer, details of the calls that were made on the phone.



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Foreword

Equipment Recommendations

Equipment Recommendations

Shown below are the recommended hardware requirements for a single stand-alone ExpressNet® workstation managing up to 3,000 phones. These recommendations assume that call detail records are collected during polling and that the data received from the phones is stored in the computer for no more than 30 days before being backed up and purged from the hard disk. Hardware requirements for LAN-based systems vary according to the type of LAN and the number of workstations being used. If necessary, contact Protel Technical Support for additional information on LAN requirements.

- **Computer:** IBM or compatible 80386 (ISA or EISA)

- **Hard Disk:** 250MB (IDE or SCSI)

NOTE: Hard disk recommendation assumes that call detail records are collected during polling, and no more than 125 CDR records are collected in each phone per day. *It is also assumed that the data received from phones is stored in the computer for no more than 30 days before being backed up and purged from the hard disk.*

Hard disk requirements should be based on projected phone usage. The chart below approximates needed hard disk space per 3,000 phones over a 30 day period.

Phone Activity	30 Days (no CDR)	30 Days (w/CDR)
Low Activity (1 - 20 calls per day)	17.7 Meg	36.9 Meg
Medium Activity (20 - 80 calls per day)	17.7 Meg	117.9 Meg
High Activity (80 - 125 calls per day)	17.7 Meg	208.5 Meg

- **RAM - 4 Meg:** Free - 4 Meg
Disk Cache - 1 Meg

- **Operating System:** MS DOS - version 5.0 or greater

- **Floppy Drive:** 3-1/2" (1.44M) or 5-1/4" (1.2M)

- **Monitor:** VGA

- **Modem:** Protel's UPMS1200
(Recommended: 1 UPMS1200 per 300-500 phones.)

- **Serial Interface:** 1 serial port for 1 modem (COM1/IRQ4 or COM2/IRQ3)
2 serial ports for 2 modems (COM1/IRQ4 and COM2/IRQ3)

- **Printer:** Supporting 132 column compressed print

- **Backup:** Tape (Manufacturer Optional)

- **Power:** UPS (Uninterruptible Power Supply)

- **Utilities:** Norton Utilities or Mace Utilities (Suggested for File Repair/Maintenance)

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KEYBOARD CONVENTIONS

[F1]	Help
[F2]	Saves changes made to the current screen.
[F3]	Adds a new record.
[F4]	Clones an existing record.
[F5]	Deletes an existing record.
[ARROW UP]	Moves the cursor to the first position of the previous field.
[ARROW DOWN]	Moves the cursor to the first position of the next field.
[ARROW LEFT]	Moves the cursor one space to the left within a field.
[ARROW RIGHT]	Moves the cursor one space to the right within a field.
[ENTER]	Moves the cursor to the next field or displays a pick list of options.
[ENTER] (Pick List)	Selects the highlighted item from the pick list
[ESC]	Cancel any changes made to the current screen and exits to the previous screen
[SPACE]	Displays a pick list or similar screen for choosing options related to the highlighted field. The [SPACE] key is also used to tag multiple items within a pick list.
[TAB]	Moves the cursor to the next field

KEYBOARD KEYS

The names of the keys, as shown above in brackets “[]” match the naming conventions shown on most keyboards.

FUNCTION KEYS

Key presses shown as [F1] through [F9] indicate that the particular function key on the keyboard should be pressed.

KEYBOARD USAGE PER SCREEN TYPE

As shown in the chart above, certain keys perform different functions depending on the active screen display. (Example, The [ENTER] key performs one function from within a pick list and a different function when the cursor is positioned on a field that does not have a pick list.

ONLINE HELP [F1]

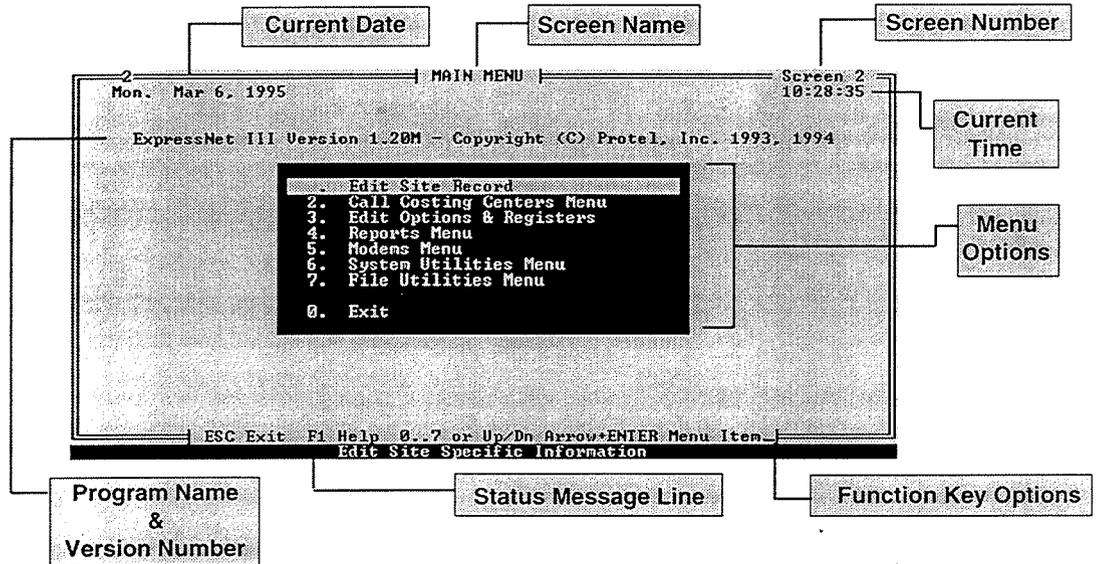
Definitions of each option are available by pressing [F1] while the highlight bar is positioned on the field in question.

Foreword

ExpressNet® Screen Display Layout

Shown below is the main menu screen of the ExpressNet® program. The main menu screen is used to access the various submenus within the program. Once you have navigated away from the main menu screen, the [ESC] key is used to return. To exit from ExpressNet® to the DOS prompt, press [ESC] from the main menu screen. The diagram below shows the organization of the main menu.

Screens Organization



Navigating to other screens

Navigating to other screens from the main menu is accomplished using either of the two methods listed below.

1. Using the arrow keys, highlight the desired menu option and then press [ENTER].
2. Type the number that corresponds to the desired menu option.

Screen Organization

Listed below are descriptions of the various information fields on the main menu screen.

• Program Name & Version Number

The program name and version number are displayed at the top of the main menu screen. This number is requested on all technical support calls.

• Status Message Line

The status message line provides information relating to the highlighted field on the screen. Usually this is a comment describing the highlighted field.

• Function Key Options

This line shows which function keys may be used to invoke a particular function.

• Menu Options

This area of the screen lists the menu options that are available for selection.

• Current Date

This field reflects the current date. This is the date setting of the computer.

• Screen Name

This is the title name of the displayed screen

• Screen Number

The top right corner of every screen displays a screen number. Screen numbers are used as a navigation tool. When referring to a particular area of the program one may refer to a particular screen by a number, such as Screen 2.2.5.3.

• Current Time

Displays the time setting of the computer's clock. This is also the time setting that is programmed into the phone during communication with the computer.

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Chapter 1

Installing the Program

Installing the Program

Overview

Installing the Program

The information below outlines the steps necessary to install the ExpressNet® program on your computer. There are two possible installations that may be performed. Reference the procedure (on the following pages) most applicable to your needs. Be sure to back up each of the ExpressNet® installation disks before performing the installation procedure.

NOTE: If necessary, the installation configuration may be changed after the program is installed.

Installation Types

- Standard New Installation
- Custom New Installation

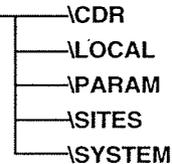
Making a Backup of the Installation Disks

Before installing the program make a backup copy of each installation disk. Backup copies can be made using the DOS diskcopy utility or any other disk duplicating program you choose. We recommend that the original disks be write-protected to prevent accidental erasing or overwriting of files. After making the backup, store the original disks in a safe place and use the backup disks to install the program on your computer.

When to Use a Standard New Installation

Standard New Installation

A standard installation should be performed if the program is to be used on a single computer that is not being shared by multiple users on a network. Using this installation method, the program will be installed to the following directories on the computer's hard disk: C:\XNET



When to Use a Custom New Installation

Custom New Installation

This installation method should be performed if you want to specify your choice of directories and/or drives that the program should be installed to.

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Installing the Program

Standard New Installation

Installing the ExpressNet® software

Standard New Installation

Standard New Installation

- a. Insert the ExpressNet® installation disk into drive A or B.
- b. Type "A:" or "B:" [ENTER] to log on to the drive that the installation disk is located.
- c. Type "Install" [ENTER].
- d. Press any key to continue when the screen prompts to do so.
- e. Use the arrow keys to highlight "Standard New Installation" and then press [ENTER].
- f. At the prompt, enter your company name and then press [ENTER].
 - The specified name must be between 3 and 30 characters in length.
- g. At the prompt, use the arrow keys to select which of the available ports are to be used for communication with the payphones.
 - Once a port is highlighted, press [SPACE] to *select* (YES) or *deselect* (NO). One or all of the available ports may be selected.
 - Press [ENTER].
- h. Use the arrow keys to highlight the time zone in which the computer is located and then press [ENTER].
- i. At the prompt, specify the number of days (if any) that should be allowed to pass before a user must change his/her password, and then press [ENTER]. This is the number of days allowed to pass after a password is created or was last changed.
 - If a value of zero (0) is entered, passwords are not timed.
- j. Use the arrow keys to highlight one of the following choices and then press [ENTER].
 - **Add to the Path** Allows a user to start ExpressNet® from a directory other than the directory that contains the program files.
 - **Start Automatically** The ExpressNet® program will start automatically each time the computer is turned on or rebooted.
(recommended)
 - **Both of the Above** The ExpressNet® program will start automatically each time the computer is turned on or rebooted. In addition, if the program is exited at any time, a user will be able to restart ExpressNet® by typing "XNET" from a directory other than the directory that contains the program files.
 - **Neither of the above.**
- k. At this point the installation proceeds until all necessary files have been copied to the computer's hard disk. After this process is complete, the computer prompts for confirmation to modify the AUTOEXEC.BAT and CONFIG.SYS files.
 - Follow the on-screen prompts to confirm modification of the AUTOEXEC.BAT and CONFIG.SYS files.

Note: *If the computer is currently set up to use the multi-configuration option provided in DOS version 6.0 and higher, DO NOT allow ExpressNet® to modify the AUTOEXEC.BAT and CONFIG.SYS files during the installation procedure (Answer "N" to the confirmation prompt.) Instead, make note of the changes that should be made (listed on the screen) and manually edit the AUTOEXEC.BAT and CONFIG.SYS files after the installation procedure is complete. Failure to modify the AUTOEXEC.BAT and CONFIG.SYS files with the necessary parameters may result in malfunction of the program.*

This completes the steps necessary to perform a *Standard New Installation*.

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Installing the Program

Custom New Installation
(Stand-alone Computer)
or
(Network Master Station)

Installing the ExpressNet® software

Custom New Installation
Stand-alone Computer
or
Network Master Station

Custom New Installation

- a. Insert the ExpressNet® installation disk into drive A or B.
- b. Type "A:" or "B:" [ENTER] to log on to the drive that the installation disk is located.
- c. Type "Install" [ENTER].
- d. Press any key to continue when the screen prompts to do so.
- e. Use the arrow keys to highlight "*Custom New Installation*" and then press [ENTER].
- f. At the prompt, enter your company name and then press [ENTER].
 - The specified name must be between 3 and 30 characters in length.
- g. Use the arrow keys to highlight the drive that the *Program Files* should be installed to and press [ENTER]. Then, at the prompt, verify, and if necessary, change the default directory path that the *Program Files* should be installed to and then press [ENTER].
- h. Use the arrow keys to highlight the drive that the *CDR Files* should be installed to and press [ENTER]. Then, at the prompt, verify and if necessary change the default directory path that the *CDR Files* should be installed to and then press [ENTER].
- i. Use the arrow keys to highlight the drive that the *Parameter Files* should be installed to and press [ENTER]. Then, at the prompt, verify and if necessary change the default directory path that the *Parameter Files* should be installed to and then press [ENTER].
- j. Use the arrow keys to highlight the drive that the *Site Files* should be installed to and press [ENTER]. Then, at the prompt, verify and if necessary change the default directory path that the *Site Files* should be installed to and then press [ENTER].
- k. Use the arrow keys to highlight the drive that the *System Files* should be installed to and press [ENTER]. Then, at the prompt, verify and if necessary change the default directory path that the *System Files* should be installed to and then press [ENTER].
- l. Use the arrow keys to highlight the drive that the *Local Files* should be installed to and press [ENTER]. Then, at the prompt, verify and if necessary change the default directory path that the *Local Files* should be installed to and then press [ENTER].
- m. At the prompt, verify the listed directory paths for the installation and then highlight the applicable choice ("Use these Paths," "Change these Paths") and press [ENTER].
- n. At the prompt, use the arrow keys to select which of the available ports are to be used for communication with the payphones and then press [ENTER].
 - Once a port is highlighted, press [SPACE] to *select* (YES)/*deselect* (NO). One or all of the available ports may be selected.
- o. Use the arrow keys to highlight the time zone in which the computer is located and then press [ENTER].
- p. At the prompt, specify the number of days (if any) that should be allowed to pass before a user must change his/her password, and then press [ENTER]. This is the number of days allowed to pass since the password was created or last changed. If passwords should not be timed, enter "0" (zero) to disable this feature.
- q. Use the arrow keys to highlight one of the following choices and then press [ENTER].
 - **Add to the path** Allows a user to start ExpressNet® from a location other than the directory that contains the program files.
 - **Start Automatically** The ExpressNet® program will start automatically each time the computer is turned on or rebooted.
(recommended)

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(continued)

Continued...

- **Both of the Above** The ExpressNet® program will start automatically each time the computer is turned on or rebooted. In addition, if the program is exited at any time, a user will be able to restart ExpressNet® by typing "XNET" from a location other than the directory that contains the program files.
 - **None of the Above**
- r. At this point, the installation program proceeds until all necessary files have been copied to the computer's hard disk. After this process is complete, the computer prompts for confirmation to modify the AUTOEXEC.BAT and CONFIG.SYS files.
- Follow the on-screen prompts to confirm modification of the AUTOEXEC.BAT and CONFIG.SYS files.

Note: *If the computer is currently set up to use the multi-configuration option provided in DOS version 6.0 and higher, DO NOT allow ExpressNet® to modify the AUTOEXEC.BAT and CONFIG.SYS files during the installation procedure (Answer "N" to the confirmation prompt.) Instead, make note of the changes that should be made (listed on the screen) and manually edit the AUTOEXEC.BAT and CONFIG.SYS files after the installation procedure is complete. Failure to modify the AUTOEXEC.BAT and CONFIG.SYS files with the necessary parameters may result in malfunction of the program.*

This completes the steps necessary to perform a **custom new installation** for a *Stand-alone Computer* or a *Network Master Station*.

Chapter 2

Initial Setup

Initial Setup

Logging on
to ExpressNet®
Changing the Default
Logon Password

Starting the Program

After the software is installed perform the following steps to setup the ExpressNet® program for managing payphone sites.

Starting the program

If the program does not automatically start during the computer's boot up process, follow the instructions below to start the program.

- Type CD\XNET and then press [ENTER]
- Type XNET and then press [ENTER] to start the program.
 - A screen similar to the following is displayed.

```
Wed. Jan 11, 1995      ExpressNet III      Screen 1
                        12:01:42

ExpressNet III Version 1.10W - Copyright (C) Protel, Inc. 1993, 1994

User Name (ID):
Password:

This software is licensed to: J. Reukauf

ESC Exit Program  F1 Help  F7 Change Password
Enter User Identification
```

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

Logging on to the Program

Logging on to ExpressNet®

After starting the ExpressNet® software for the first time, the user is prompted to enter a user name and password to gain access to the system. A default user name and password are provided for logging on to the system for the first time. After access to the system is granted, the default password must be changed. Use the information below to log on to the system for the first time and change the default password.

- In the field labeled *User Name (ID)* type **PROTEL** and then press [ENTER].
- In the field labeled *Password* type **PROTELX3** and then press [ENTER].
- Press [ENTER] when the screen prompts to do so.
 - A screen similar to the following is displayed.

```
EDIT PASSWORD for User : PROTEL

Old Password:
New Password:
Confirm Password:

ESC Abort  F1 Help  F2 Save  Arrows
Enter Password (8 characters)
```

- In the field labeled *Old Password* type **PROTELX3** and then press [ENTER].
- In the field labeled *New Password* enter your new password and then press [ENTER].
 - Passwords must be exactly eight (8) characters in length.
- In the field labeled *Confirm* retype the password exactly as it was entered in step "e" and then press [ENTER].
 - The main menu screen is now displayed.

This completes the steps necessary to change the default password.

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Changing the Default Logon Password

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Initial Setup

Verifying Modem Setup

Verifying the Modem Setup

By default the program assumes that a Protel modem will be used to communicate with the phones. If a non Protel modem is used the initialization string must be reset for the modem being used. In addition, the option "Protel Modem?" must be set to "N."

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

Verifying the Modem Setup

The settings for the modems should be verified at this time to ensure proper communication between the computer and the phones. Follow the procedure outlined below to verify and if necessary, modify the settings for the modem(s).

- a. Beginning from the main menu screen, press the following keys:

[5] *Modems*

[4] *Modem Setup*

- At this point all available modem ports should be listed. If necessary, additional ports may be selected from the *Local System Configuration* screen. This screen can be accessed by selecting the following sequence of keys from the main menu:

[6] *System Utilities*, [1] *Local System Configuration*.

- b. Use the arrow keys to highlight one of the modem ports on the list.
- c. Press [ENTER].
 - A screen similar to the following is displayed.

COM 2 MODEM SETUP		Screen 2.5.4	
Thu. Mar 16, 1995		11:06:22	
Phone Nr: <813>647-1296	Parity: N	Bits per Character: 8	Stop Bits: 2
PBX Code Local: PBX Code LD:	Protel Modem: Y	Polling Speed: 1200	
Incoming Enabled: N Outgoing Enabled: Y			
Change/Test Modem: SPACE			
Model: PROTTEL			
Description: PROTTEL MODEM TEST			
Init.: ATMIL3E0Q0U1X1S0=0S10=255S9=2&D2			
Answer: AT&A			
Dial 300: ATDT	Dial 1200: ATDT		
Reset: ATZ			
ESC Abort F1 Help F2 Save F8 Reset/Enable Arrows			
Press SPACE to choose a modem to use/test			

- d. In the field labeled *Phone Nr* enter the telephone number of the phone line that is connected to this modem.
- e. Verify that the modem type specified in the field labeled *Model*, at the bottom of the screen, matches the type of modem connected to this port. By default, Protel's UPMS1200 modem is selected. If necessary, a different modem may be chosen as follows:
 1. Use the arrow keys to highlight the field labeled *Change/Test Modem*.
 2. Press [SPACE].
 3. Use the arrow keys to highlight the applicable modem type.
 4. Press [ENTER] to select this modem type or press [F7] to modify the settings associated with this modem type. See Appendix B for listing of recommended modems.
- f. Verify that all settings are appropriate for this modem. If needed, make any necessary changes to the settings.

Note 1: The field labeled *Incoming* must be set to "Y" if this modem port is used to receive incoming calls from phones.

Note 2: The field labeled *Outgoing* must be set to "Y" if this modem port is to be used to poll phones.
- g. Press [F2] to save changes and exit to the previous screen.
- h. Perform steps "b" through "g" until all modem ports have been verified.
- i. Press [ESC] twice to return to the main menu screen.

This completes the steps necessary to verify the modem setup.

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Chapter 3

Edit Sites

Edit Sites

Overview

Add/Clone/Delete
Site Records

Overview

This chapter focuses on creating, and maintaining site records. The site record contains information such as the payphone telephone number, the group number assigned to the account, site owner information, options record/costing record assignments, etc. One site record must be created for each payphone account that ExpressNet® is to manage. Explanations of each of the fields in the site record may be found in the section titled *Edit Sites - Site Record Field Definitions*.

Creating site records may be accomplished in one of two ways. A new site record may be created with all fields in the record preset with default values or a preexisting site record may be cloned (duplicated) and assigned a new name. The field definitions may be modified as needed for the new record.

Adding a Site Record

Adding a New Site Record to the Database

Use the information below to create a new site record.

- a. Select the following keys beginning from the main menu screen: [1] *Edit Site Record*.
- b. Press [ENTER]
- c. Press [F3] *Add*.
- d. In the field labeled *Phone Nr.*, enter the 10-digit telephone number of the phone site.
- e. Press [ENTER].
- f. Press [SPACE].
- g. Use the arrow keys to highlight the firmware type (CA, DA,CD, DD, BC) associated with this phone.
- h. Press [ENTER].
- i. Press [F2] to save changes.
 - Reference the section titled *Editing Site Records* for information on modifying the field settings.

Cloning a Site Record

Cloning an existing site record

Use the information below to create a new site record using the settings from an existing site record.

- a. Select the following keys beginning from the main menu screen: [1] *Edit Site Record*.
- b. Use the Up/Dn arrow keys to highlight the record to be cloned or type the telephone number of the record to be cloned.
- c. Press [F4] *Clone*.
- d. In the field labeled *Phone Nr.*, enter the 10-digit telephone number of the phone site.
- e. Press [ENTER].
- f. Press [SPACE].
- g. Use the arrow keys to highlight the firmware type (CA, DA,CD, DD, BC) associated with this phone.
- h. Press [ENTER].
- i. Press [F2] to save changes.
 - Reference the section titled *Editing Site Records* for information on modifying the field settings.

Deleting a Site Record

Deleting an existing site record from the database

Use the information below to delete an existing site record.

- a. Select the following keys beginning from the main menu screen: [1] *Edit Site Record*.
- b. Use the Up/Dn arrow keys to highlight the record to be deleted or type the telephone number of the record to be deleted.
- c. Press [F5] *Delete*.

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Edit Sites

Editing Site Records

Editing Site Records

The site record is used to record and maintain payphone site information. Information such as the payphone telephone number, group number assigned to the account, site owner information, and options record/costing record assignments are defined in the site record. One site record must be created for each payphone account that ExpressNet® is to manage. Use the information below to edit the settings in a site record.

Reference the section titled "Edit Sites - Add/Clone/Delete Site Records" for information on creating new site records. Once the site record is created, use the information below to edit the settings with the record to reflect the site details. The information below outlines the steps necessary to modify the settings in a site record. Definitions of each field can be found elsewhere in this chapter.

Use the information below to edit the settings within a site record.

- Select the following keys beginning from the main menu screen: [1] *Edit Site Record*.
- Press [ENTER]
- Use the Up/Dn arrow keys to highlight the record to be edited or type the telephone number of the record.
- Press [ENTER]

Creating Site Records

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

NOTE

If the group number entered in this step is new, be sure to assign this group to a polling list. (See the chapter on Auto Polling.)

```
2
Wed. Jan 11, 1995      EDIT SITE RECORD - ANI: 2132556364      Screen 2.1
                                                                14:35:02
Group: 007600      Ledger Nr:      Type: CD
Desc: CILIA'S MARKET

Updating Control Fields
Costing Record: PIERCE3      Firmware Vers: CD8715-2412R
Options Record: PIERCE3      Current Vers: CD8715-2412R
EEPROM file:      Checksum OK? Y
S&F Cost Record: PIERCE3      Percent Full: 73
Select: Authcodes      Force Update? N

Phone Communications
Trans  Trans  Flag  Total  Last  Amount
Date  Time  Code  To Date  Collected  In Box
07/28/94  07:04  Time Report  1473.30  42.95
07/28/94  07:04  Time Report  1473.30  42.95
07/28/94  07:04  Time Report  1473.30  42.95
07/27/94  07:04  Time Report  1471.10  40.75
07/27/94  07:04  Time Report  1471.10  40.75

ESC Abort F1 Help F2 Save F7 Utils Up/Dn Arrow
Group number MUST be entered for a phone site
```

- In the field labeled *Group*, enter the six-digit group number for this phone account.
 - Any combination of alpha/numeric digits are acceptable.
 - The group number is used to logically group a series of payphones together to allow for ease of polling and record keeping purposes.
 - A group of payphones may be any logical collection of payphone sites you choose. You may choose to group phones by route, geographic area, customer, etc.
- In the field labeled *Ledger Nr.*, assign a ledger number to this site account. (Optional)
 - Ledger numbers may be any combination of 1-8 alpha/numeric characters.
 - The ledger number is independent of the group number and may be used for accounting purposes and report generating functions.
- In the field labeled *Description*, enter a descriptive comment that may be associated with this payphone site. (Optional)
 - Any combination of up to 60 alpha/numeric characters may be used.
- Assign a costing record to this phone site.
 - Use the arrow keys to highlight the field labeled *Costing Record*.
 - Press [SPACE] for listing of available costing records.
 - Highlight the applicable record name.
 - Press [ENTER].

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Edit Sites

Editing Site Records (Continued)

Optional Site Record Parameters (Continued)

Tone

Digit	Tone
0	No Tone
1	360-400Hz
2	380-420Hz
3	420-460Hz
4	460-500Hz
5	Dial Tone
6	DTMF *
7	Ring Back Tone
A	DTMF A
B	DTMF B
C	DTMF C
D	DTMF D
#	DTMF #

Time Delay

All time in seconds:

Digit	Delay	Timeout
0	0	0
1	30	30
2	50	50
3	80	80
4	1	1
5	1.5	1.5
6	2	2
7	3	3
8	6	6
9	10	10
A	20	20
B	20	30
C	20	40
D	20	50
#	20	60

HELP [F1]

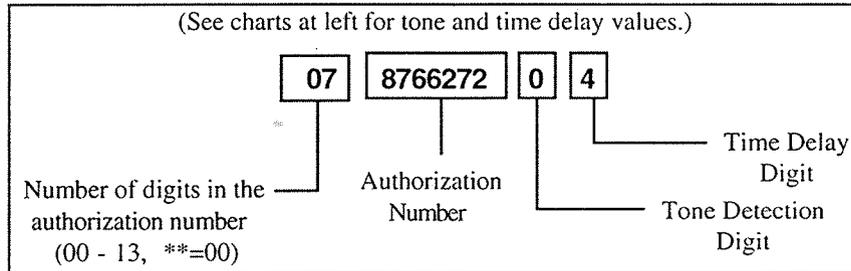
Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

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- Use the arrow keys to select the route(s) to be assigned an authorization number and then enter the code required to access that particular IXC/OSP.
 - Authorization codes are provided by the IXC/OSP service.
 - Authorization codes should be entered as shown in the example below:



- Press [F2] to save changes and return to the previous screen.

- Change the speed setting to reflect the speed that the phone will communicate with the computer. **(If Necessary)**
 - Use the arrow keys to highlight the field labeled *Phone Speed*.
 - Press [SPACE] for listing of available choices.
 - Highlight the appropriate speed. Typically 1200 for CD/DD type firmware. CA/DA firmware requires a speed of 300.
 - Press [ENTER].
- Change the time zone to reflect the location where this phone site is located. **(If Necessary)**
 - Use the arrow keys to highlight the field labeled *Time Zone*.
 - Press [SPACE] for listing of available choices.
 - Highlight the appropriate time zone.
 - Press [ENTER].
- Change the date to reflect when this phone was installed. **(Optional)**
 - Use the arrow keys to highlight the field labeled *Install Date*.
 - Enter the install date using the following format: DDMMYY
 - Press [ENTER].
- Specify the number of the coin box key for this phone. **(Optional)**
 - Use the arrow keys to highlight the field labeled *Coin box Key #*.
 - Enter the coin box key number. (This number is located on the side of the key.)
 - Press [ENTER].
- Enter a descriptive comment about this phone. **(Optional)**
 - Use the arrow keys to highlight the field labeled *Memo*.
 - Enter a descriptive comment to be helpful in recalling something about this phone.
 - Press [ENTER].
- Specify site owner information. **(Optional)**
 - Use the arrow keys to highlight the field labeled *Name* in the site owner window.
 - Enter the name of the person who owns this phone site.
 - Enter the site owner's address in the fields labeled *Address, city, state, zip*.
 - In the field labeled *Phone Nr.*, enter the number to be used to reach the site owner.
 - Press [F2] to save changes and return to the previous screen.
 - Type "Y" at the following prompt: *Do you really wish to save these changes ?*
 - Press [ESC] to return to the main menu screen.

This completes the steps necessary to create a payphone site record. The following pages in this chapter list definitions of each of the fields in the site record.

Edit Sites

Site Record Field Descriptions

Listed below are descriptions of each of the fields in a site record.

Phone Number

Phone Number (This is the 10-digit telephone number of the payphone.)

Enter the 10-digit phone number of this site. The number entered here is used as the name for this site record. After the phone number is specified, press the down arrow key to select the software (SW) type applicable to this phone site. This field is only displayed when initially adding or cloning a site record.

SW Type

SW Type

Specify the type of firmware that is installed in the payphone.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Types
CD
CA
DA
DD
BC

Group

Group

Assign a group number to this phone site. Group numbers must be six characters in length. Any combination of alpha/numeric characters are acceptable. The group number is used to logically group a series of phones together to allow for ease of polling and record keeping purposes. A group of payphones may be any logical collection of payphone sites you choose. You may choose to group your phones by route, geographic area, customer, cost center, etc. All phones assigned to the same group number will respond to the same functions of ExpressNet that act on groups of phones (i.e.; polling, report generation).

Ledger No.

Ledger No.

Assign a ledger number to this payphone site. The ledger number is independent of the group number and is used for accounting purposes and report generating functions. The ledger number may be 1 to 8 alpha/numeric characters.

Description

Description

Enter a descriptive comment that can be associated with this payphone site. Any combination of up to 60 alpha/numeric characters may be used.

Costing Record

Costing Record

Select the cost record to be used with this phone site. The cost record defines call routing parameters and charges for calls made on the phone. Reference Chapter 4 "Call Costing Centers" for a description of a cost costing record.

- a. Press [SPACE] to list the available costing records.
- b. Use the arrow keys to highlight the desired record.
- c. Press [ENTER] to select the record.

NOTE: Call costing parameters are set up on screen 2.2 - *Edit Call Costing Centers*.

Options Record

Options Record

Select the options record to be used for this phone site. This record defines operating parameters for the phone. Reference Chapter 5 "Options & Registers" for a description of an options & registers record.

- a. Press [SPACE] to list the available options records.
- b. Use the arrow keys to highlight the desired record.
- c. Press [ENTER] to select the record.

NOTE: Options records are set up on screen 2.3 - *Edit Options and Registers*.

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Edit Sites

Site Record Field Definitions (continued)

EEPROM File

EEPROM File

Select the software file to be used in situations where the payphone's operating program needs to be updated.

- a. Press [SPACE] to list the available software files.
- b. Use the arrow keys to highlight the desired file.
- c. Press [ENTER] to select the file.

Note: Program update files may be ordered from your distributor and copied to your computer's hard disk. The file specified in this field is automatically downloaded to the phone if it becomes necessary to update the program that is currently operating in the phone.

Select Authcodes

Select Authcodes

This option is used to specify the IXC/OSP authorization codes required for the phones to access the interexchange carrier or operator service provider's network. These codes are provided to you by the IXC/OSP carrier.

- a. Press the [SPACE] key to display the edit screen.
- b. Use the Up/Dn arrow keys to select the route to be assigned an authorization number and then enter the code required to access that particular IXC/OSP service. Authorization codes are provided by the IXC/OSP service.

Note: Authorization codes are provided by the IXC/OSP service.

Site Name

Site Location Name

Enter the name of the location where this payphone is installed. Any combination of up to 30 alpha/numeric characters may be used. As an example, if the phone is installed in a SHELL gas station, and the actual name of this station were "John's Service Station," you would enter the following: *John's Service Station*.

Site Address

Site Location Address

Enter the street address where this payphone site is located. Any combination of up to 30 alpha/numeric characters may be used.

Site City

Site Location City

Enter the name of the city where this payphone site is located. Any combination of up to 20 alpha/numeric characters may be used.

Site State

Site Location State

Enter the initials for the state where this payphone site is located.

Site Zip Code

Site Location Zip Code

Enter the zip code of where this payphone site is located.

Phone Number

Site Location Telephone Number

Enter the phone number of another phone at this site. This phone number is used in the event that someone needs to be notified about a condition with the payphone that is installed at this site.

Phone Speed

Phone Speed

Specify the speed at which the computer must adjust to when calling the phone for polling purposes. This is the speed of the modem in the payphone.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Speed Options

CA/DA 300
CD/DD 1200

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Edit Sites

Site Record Field Definitions (continued)

Time Zone

Time Zone

Specify the time zone in which this payphone is installed. This option sets the phone's internal clock.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Time Zones

Hawaii
Yukon
Pacific
Mountain
Central
Eastern
Atlantic

Dialing Pattern

Dialing Pattern

Specify the dialing pattern that the computer must use to reach the payphone during the polling process.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Dialing Patterns

Local Call (7 digit)
1+ 10 Digits
1+ 7 Digits
10 Digits

Install Date

Install Date

Enter the date that this phone was installed. The date should be entered in the following format: DDMMYY

Coin Box Key Number

Coin Box Key Number

Enter the number of the coin box key for this payphone. This number is located on the side of the key.

Serial Number of Chassis

Current Serial Number/Date Installed

Enter the serial number of the chassis assembly that is currently installed in the phone. In addition, in the field labeled *date installed* enter the date that this chassis assembly was installed in the phone.

Previous Serial Number/Date Installed

If a new chassis assembly is installed this field should reflect the serial number of the chassis assembly that was previously installed. In addition, the field labeled *date installed* should reflect when this chassis was originally installed in the phone.

Memo

Memo

This field may be used to enter a short note that will be helpful in recalling something about this phone site.

New Phone Number

New Phone Number

This field is used to specify the new phone number (ANI) of the phone in situations where the original phone number has changed since the last time that the phone and the computer have communicated. The new number must be ten digits in length (HAC-NXX-XXXX).

- The phone is reprogrammed with the new phone number the next time that the phone and the computer communicate.
- ExpressNet® creates a new site record for the new ANI (phone number). This new site record contains all information previously configured in the old site record but reflects the new ANI of the phone. All editing of routing parameters for the phone should now be made in the new site record.

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Edit Sites

Site Record Field Definitions (continued)

New Dial Pattern

New Dial Pattern

Specify the dialing pattern that the computer must use to dial the new phone number of this payphone during the polling process.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Dialing Patterns

Local Call (7 digit)

1+ 10 Digits

1+ 7 Digits

10 Digits

Owner Name

Site Owner Name

Specify the name of the person who owns the site where this payphone is installed. Any combination of up to 30 alpha/numeric characters may be used

Owner Address

Site Owner Address

Enter the legal mailing street address of the site owner. Any combination of up to 30 alpha/numeric characters may be used.

Owner City

Site Owner City

Enter the city of the site owners legal mailing address. Any combination of up to 20 alpha/numeric characters may be used.

Owner State

Site Owner State

Enter the initials of the state for the site owners legal mailing address.

Owner Zip Code

Site Owner Zip Code

Enter the zip code of the site owners legal mailing address.

Owner Phone

Site Owner Telephone Number

Enter a telephone number that can be used to reach the site owner.

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Chapter 4
Call Costing Centers

Call Costing Centers

Creating/Modifying Cost Centers

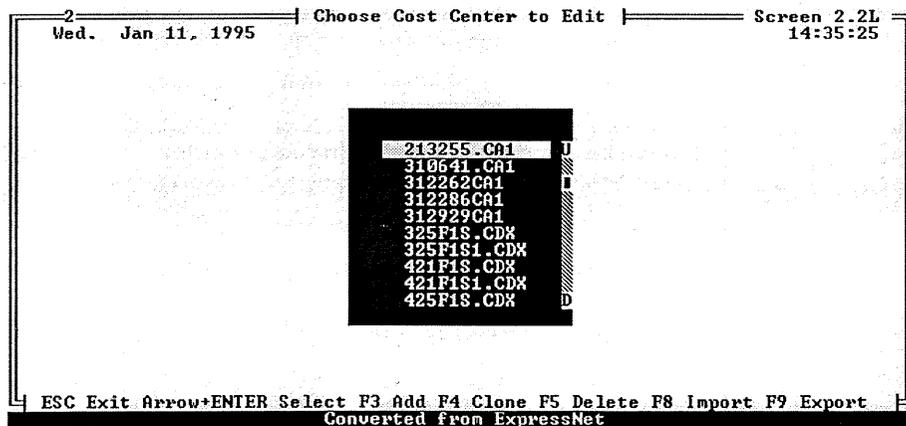
Overview

This chapter focuses on creating, and maintaining call costing centers. Call costing centers are used to define charges for calls made on the phones, define the parameters that determine how the phone should handle credit/calling card calls, and to set up the methods used for routing calls to their destination.

Individual costing center files may be set up for different phone site areas. The particular cost center to be used by a phone is determined by the cost center name that you assign to the phone account. (Cost centers are assigned to phone accounts in the site record. See chapter 3.) Call costing information is downloaded from the computer to the phone during the polling process.

Listed below are instructions for creating, cloning, and deleting, overwriting, and exporting cost centers. Descriptions of each of the fields in a cost center file can be found elsewhere in this chapter.

HELP [F1]
Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.



Adding Cost Centers

Adding a cost center

- Select the following keys beginning from the main menu screen:
[2] *Call Costing Centers Menu*.
- Press [F3] *Add*.
- In the field labeled *Name*: enter a name for the new call cost record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- If this cost center is for phones running BC type software, use the arrow keys to position the cursor to the field labeled "BC Type: []" and press [SPACE] to select "√".
- Press [F2] *Save*.
- Edit, as necessary, the option settings for the cost center. Descriptions of all cost center options can be found elsewhere in this chapter.

Cloning Cost Centers

Cloning a cost center

- Select the following keys beginning from the main menu screen:
[2] *Call Costing Centers Menu*.
- Use the Up/Dn arrow keys to highlight the name of the cost center to be cloned (duplicated) or type the name of the cost center.
- Press [F4] *Clone*.
- In the field labeled *New Record Name*: enter a name for the new call cost record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- If this cost center is for phones running BC type software, use the arrow keys to position the cursor to the field labeled "BC Type: []" and press [SPACE] to select "√".
- Press [F2] *Save*.

Continued...

Deleting Cost Centers

- g. Edit, as necessary, the option settings for the cost center. Descriptions of all cost center options can be found elsewhere in this chapter.

Deleting a cost center

Only those cost centers that are not in use (not assigned to a site record) may be deleted. If necessary, delete all reference to the cost center that you want to delete before you attempt to delete it.

- a. Select the following keys beginning from the main menu screen:
[2] *Call Costing Centers Menu*.
- b. Use the Up/Dn arrow keys to highlight the record to be deleted or type the name of the cost center to be deleted, and then press [ENTER].
- c. Press [F5] *Delete*.
- d. Press Y at the following prompt: *Do you really wish to delete this record:*
- e. Press Y at the following prompt: *Verify this record is not assigned to a site.*

Importing Cost Center Data

Overwrite the data in an existing cost center with the settings from an external file.

- a. Select the following keys beginning from the main menu screen:
[2] *Call Costing Centers Menu*.
- b. Use the Up/Dn arrow keys to highlight the record to be overwritten or type the name of the record to be overwritten..
- c. Press [F8] *Import*.
- d. Press Y at the following prompt: *Are you sure you want to overwrite data in the cost center you have highlighted?*
- e. In the field labeled *Import File Name:* specify the path and name of the file to be overwritten on top of the highlighted call cost center.
- f. Press [F2] *Save*.
 - A new screen is displayed prompting you to specify if only rates information should be overwritten or if the entire cost center should be overwritten.
- g. Use the arrow keys to highlight the desired import option and then press [SPACE] to select.
Select = (✓)
() *Import rates only*
 - Use this option for updating the rates within an existing cost center.
() *Import entire cost center*
 - Use this option only if you want all of the information within the existing cost center to be overwritten.
- h. Press [F2] *Save*.
- i. If necessary, edit the option settings for the cost center. Descriptions of all cost center options may be found elsewhere in this chapter.

Exporting Cost Centers

Exporting data from a cost center to an external file.

- a. Select the following keys beginning from the main menu screen:
[2] *Call Costing Centers Menu*.
- b. Use the Up/Dn arrow keys to highlight the record to be exported.
- c. Press [F9] *Export*.
- d. In the field labeled *Export File Name:* specify the path and the name of the file that the exported data should be saved to.

Call Costing Centers

Main Menu

Listed below are descriptions of the program areas that are accessed from the call costing centers main menu.

```
2 | CALL COSTING CENTERS MENU | Screen 2.2
Wed. Jan 11, 1995 | | 14:35:48
Editing DA/DD Record
Costing Record: 325F1S.CDM
Desc: THIS IS THE EDITED DESCRIPTION

1. Edit Routing Variables Menu
2. Edit Cost Bands
3. Edit NPA/NXX & Country Codes Menu
4. Edit Surcharge, Discount & Holiday Tables
5. Edit Routes
6. Edit Restricted Phone Numbers
7. Edit Cost Record Description

A. Print Call Costing Reports Menu
B. Overlay Cost Data
C. Overlay Routing Data
D. Overlay Restricted Phone Numbers
E. Exit to Previous Menu

ESC Abort F1 Help F2 Save F7 Type O..D or Up/Dn Arrow+ENTER Menu Item
Edit Routing Variables Menu
```

Listed below are descriptions of each of the options available from this menu.

Edit Routing Variables Menu

This function is used to define the parameters that determine how card calls are processed by the phone. Information such as speed dial numbers, how the phone responds to card type calls, etc. are defined here.

Edit Cost Bands

This function is used to define call charges and assign call routing parameters.

Edit NPA/NXX & Country Codes Menu

Area codes and/or country codes are assigned to cost bands here.

Edit Surcharge Discount & Holiday Tables

Discount rates are set up here for calls made on holidays and certain times of the day. In addition, surcharges are set up for coin calls, card calls and super collect calls.

Edit Routes

This area if the program is used to set up parameters that determine how calls are processed by the phone. Calls may be routed based on the dialed destination number, the type of credit/calling card used to place the call, and/or based on conditions in the network.

Edit Restricted Phone Numbers

This option is used to specify telephone numbers that the phone should deny from being dialed.

Edit Cost Record Description

This option may be used to enter a descriptive comment about the cost center. In addition, the date that indicates when the record was last edited may be manually changed.

Print Call Costing Reports Menu

Use this option to print a report showing which options have been selected in the call cost record.

Overlay Cost Data

Costing data may be copied from one cost record to another.

Overlay Routing Data

Routing parameters may be copied from one cost record to another.

Overlay Restricted Phone Numbers

Telephone numbers that are to be restricted by the phone may be copied from one cost record to another.

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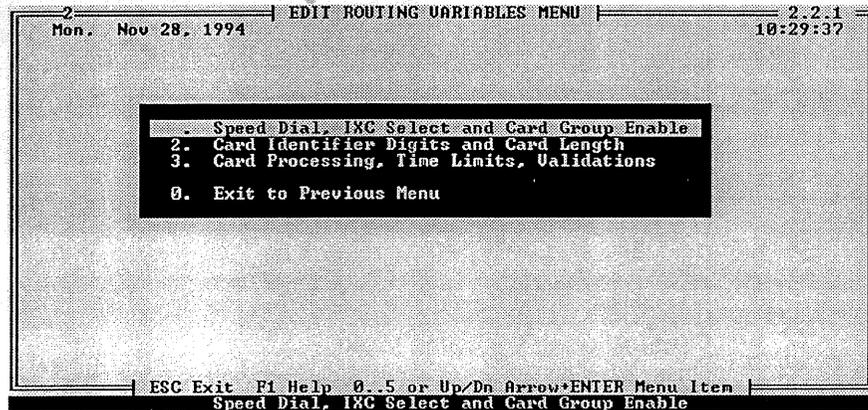
Edit Routing Variables

Overview

This section the program is used to the define the parameters that determine how speed dial and credit card calls are processed by the phone. Information such as how the phone responds to card type calls, etc. are defined here.

Perform the following steps to access the *Edit Routing Variables Menu*.

- a. Press [2] *Call Costing Centers Menu*
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [1] *Edit Routing Variables Menu*



Speed Dial, IXC and Card Group Enable

Seed Dial, IXC and Card Group Enable

This option is used to define the following parameters:

- *Speed Dial* - Define the digits to be automatically dialed out by the phone when a user presses one of the speed dial buttons on the keypad or if a user dials a speed dial code.
- *IXC Select Codes* - Define the IXC (Interexchange Carrier) codes to be dialed by the phone when a card call is made. This is the code required to access the carrier to be used to process the call.
- *Store & Forward Enable - Card Group Enable* - Enable or disable the phone from accepting credit/calling cards and also enable or disable the Store & Forward feature for those cards.

Card Identifier Digits And Card Length

Card Identifier Digits And Card Length

This area of the program is used to specify which credit/calling cards the payphone should accept. All credit/calling cards have what are known as industry identifier digits programmed on the magnetic stripe of the card. The Id number is used to tell the card reading equipment who the issuer of the card is. ExpressNet III® uses this Id number to determine if the phone should accept or deny a particular card and how an accepted card call should be processed.

Card Processing

Card Processing

This option is used to define the following parameters:

- *Special Card Processing* - Define the action to be taken by the phone when a credit/calling card is used. You may specify if certain card groups are to be keyed-in or inserted at the phone. In addition, the type of card checks and validation to be performed are also specified here.
- *Card Validation* - Not Applicable
- *Collect Validation* - Not Applicable
- *Store & Forward Time Limits* - Not Applicable

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Edit Routing Variables

Speed Dial
(Mode 31)

Overview

Speed dial numbers are destination numbers that are automatically dialed by the phone when a payphone user presses one of the speed dial buttons on the keypad. Speed dial numbers are preprogrammed into the phone here on this screen.

When a payphone user presses a speed dial button, the phone automatically dials the number assigned to that button. Additionally, each time a destination number is dialed, the phone compares the dialed number with the numbers set up here in this section of the program. If a match is found, the phone processes the call using the cost band associated with the matched speed dial location (Cost Bands 89 - 100). If a match is not found, the call is processed using the cost band associated with the area code/exchange that was dialed.

Defining Speed Dial Numbers

Use the information below to define speed dial numbers.

- Select the following keys from the main menu screen: [2] *Call Costing Centers Menu*.
- Use the arrow keys to highlight the cost center to be edited and then press [ENTER].
- Press [1] *Edit Routing Variables Menu*
- Press [1] *Speed Dial, IXC Select and Card Group Enable*
 - A screen similar to the following is displayed.

```
2 | SPEED DIAL, IXC SELECT AND CARD GROUP ENABLE | 2.2.1.1
Mon. Nov 28, 1994 | | 10:30:28

Speed Dial Numbers (31)
*81 6445558 *82 6445149 *83 6466917
*84 4392944 *85 14073411638 *86
*87 18132708711 *88 18133278211 *89
*80 *91 *92

IXC Select Codes (32)
*81 *82 *83 *84 *85 *86
*87 *88 *89 *90 *91 *92

Store & Forward/Card Group Enable (352)
01. 01 02. 01 03. 01 04. 01
05. 01 06. 01 07. 01 08. 01
09. 01 10. 01 11. 01 12. 01
13. 01 14. 00 15. 00

ESC Abort F1 Help F2 Save Arrows
Enter the speed dial number for this position
```

- At the top third of the screen, in the fields labeled *81 through *92, define these fields keeping the following points in mind.
 - Each of the 12 speed dial entries (*81 - *92) are associated with the 12 speed dial buttons on the phone. Speed dial button assignments are as shown below.

Keypad			Speed Dial Buttons		
1	2	3	81	82	83
4	5	6	84	85	86
7	8	9	87	88	89
*	0	#	80	91	92

- Use the arrow keys to highlight the field to be defined and then enter the telephone number to be associated with that speed dial button. The “#” sign may be used as a wild card for any position in the speed dial number.
- Use of “#” as a wild card indicates that any dialed digit in the position marked with a “#” will be a match.

NOTE: If fewer than seven digits are dialed and the dialed number does not match any of the speed dial fields, the call is processed using cost band 105.

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Edit Routing Variables

IXC Select Codes
(Mode 32)

Defining Interexchange Carrier Codes

The interexchange carrier codes (IXC) defined here are digits that are automatically dialed by the phone to access the carrier to be used for a card call. IXC codes may be 1 to 5 digits in length and are assigned by the interexchange carrier.

Use the information below to assign interexchange carrier codes to speed dial buttons.

- Select the following keys from the main menu screen: [2] *Call Costing Centers Menu*.
- Use the arrow keys to highlight the cost center to be edited and then press [ENTER].
- Press [1] *Edit Routing Variables Menu*
- Press [1] *Speed Dial, IXC Select and Card Group Enable*
 - A screen similar to the following is displayed.

```

2 | SPEED DIAL, IXC SELECT AND CARD GROUP ENABLE | 2.2.1.1
Mon, Nov 28, 1994 | | 10:30:28

*81 6445558          Speed Dial Numbers (31)          *83 6466917
*84 4392944          *82 6445149          *86
*87 18132708711     *85 14073411638     *88
*80                  *88 18133278211     *89
                    *91

IXC Select Codes (32)
*81      *82      *83      *84      *85      *86
*87      *88      *89      *90      *91      *92

Store & Forward/Card Group Enable (352)
01. 01      02. 01      03. 01      04. 01
05. 01      06. 01      07. 01      08. 01
09. 01      10. 01      11. 01      12. 01
13. 01      14. 00      15. 00

ESC Abort F1 Help F2 Save Arrows
Enter the speed dial number for this position
    
```

*81 = Speed Dial Button 1	*87 = Speed Dial Button 7
*82 = Speed Dial Button 2	*88 = Speed Dial Button 8
*83 = Speed Dial Button 3	*89 = Speed Dial Button 9
*84 = Speed Dial Button 4	*90 = Speed Dial Button 10
*85 = Speed Dial Button 5	*91 = Speed Dial Button 11
*86 = Speed Dial Button 6	*92 = Speed Dial Button 12

TABLE A

- In the center of the screen, in the fields labeled *81 through *92, define the IXC codes to be dialed by the phone when the corresponding speed dial button is pressed by a phone user.
 - Each IXC field is associated with one of the 12 speed dial buttons on the phone. IXC field assignments are as shown in table A.

Note: Use the following information if you want card calls routed to a switch & using the Select-a-Carrier option.

- Using Select-a-Carrier prompt from phone:** If the value entered for the card group in Mode 351 (Card Group Enable) is "1" and the value of the *Select-a-Carrier* field in Mode 36 is "4", the user is prompted to select an Interexchange carrier for the call. When a carrier button (one of the speed dial buttons) is pressed, the IXC number entered here, for that particular speed dial button, is sent out by the phone. See routing variables switch positions 5 & 6 for information on when this code is sent to the switch.
- Using Select-a-Carrier prompt from a switch:** Simply enter the IXC code as it should be sent to the switch upon pressing a carrier button.

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Edit Routing Variables

Card Group Enable
(Mode 352)

Defining Mode 352

This area of the program is used to enable or disable the phone from accepting credit/calling cards.

Use the information below to define the settings for this option.

- Select the following keys from the main menu screen: [2] *Call Costing Centers Menu*.
- Use the arrow keys to highlight the cost center to be edited and then press [ENTER].
- Press [1] *Edit Routing Variables Menu*
- Press [1] *Speed Dial, IXC Select and Card Group Enable*
 - A screen similar to the following is displayed.

```
2 SPEED DIAL, IXC SELECT AND CARD GROUP ENABLE 2.2.1.1
Mon. Nov 28, 1994 10:30:28

Speed Dial Numbers (31)
*81 6445558 *82 6445149 *83 6466917
*84 4392944 *85 14073411638 *86
*87 18132708711 *88 18133278211 *89
*80 *91 *92

IXC Select Codes (32)
*81 *82 *83 *84 *85 *86
*87 *88 *89 *90 *91 *92

Store & Forward/Card Group Enable (352)
01. 01 02. 01 03. 01 04. 01
05. 01 06. 01 07. 01 08. 01
09. 01 10. 01 11. 01 12. 01
13. 01 14. 00 15. 00

ESC Abort F1 Help F2 Save Arrows
Enter the speed dial number for this position
```

- In the lower third of the screen, in the fields labeled 01 through 15, specify the settings for these fields while keeping the following points in mind.
 - Each field (01 through 15) corresponds to card groups 01 through 15. Card groups are defined in Mode 33 (Card Identifier Digits & Card Length.)
 - Legal entries for each field consist of a two digit code. (See table A below.)

01 = Enable Card Group
00 = Disable Card Group

TABLE A

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Edit Routing Variables

Card Identifier Digits and Card Length (Mode 33)

This area of the program is used to specify which credit/calling cards the payphone should accept. All credit/calling cards have what are known as industry identifier digits programmed on the magnetic stripe of the card. The Id number is used to tell the card reading equipment (Payphone) who the issuer of the card is. ExpressNet III® uses this Id number to determine if the phone should accept or deny a particular card and how an accepted card call should be processed.

Specifying Card ID Numbers

There are fifteen card groups which may be set with up to eight different card ID numbers. Use the information below to define the settings for this mode.

- Select the following keys from the main menu screen: [2] *Call Costing Centers Menu*.
- Use the arrow keys to highlight the cost center to be edited and then press [ENTER].
- Press [1] *Edit Routing Variables Menu*
- Press [2] *Card Identifier Digits and Card Length*
 - A screen similar to the following is displayed.

2		CARD IDENTIFIER DIGITS AND CARD LENGTH								2.2.1.2		
Mon. Nov 28, 1994										10:32:38		
Grp#	#	Code	Len	#	Code	Len	#	Code	Len	#	Code	Len
#1:	1	51*****	16	2	52*****	16	3	53*****	16	4	54*****	16
	5	551*****	16	6	552*****	16	7	555*****	16	8	556*****	16
#2:	1	558*****	16	2	0	0	3	0	0	4	0	0
	5	0	0	6	0	0	7	0	0	8	0	0
#3:	1	4*****	13	2	4*****	16	3	0	0	4	0	0
	5	0	0	6	0	0	7	0	0	8	0	0
#4:	1	37*****	15	2	0	0	3	0	0	4	0	0
	5	0	0	6	0	0	7	0	0	8	0	0
#5:	1	3*****	11	2	3*****	14	3	0	0	4	0	0
	5	0	0	6	0	0	7	0	0	8	0	0
#6:	1	94*****	10	2	389*****	14	3	0	0	4	0	0

ESC Abort F1 Help F2 Save Arrows
Enter the "wild card" credit card identifiers

- Define the applicable card groups keeping the following points in mind:
 - Each card group should be set up with card Id numbers unique to a particular type of card (Example: Card Group 1 could be used to specify card Id numbers unique to Master Card, Card Group 2 for Id numbers unique to Visa, etc...)
 - The field labeled *Code* is used to define the card identification number. These numbers must be entered as 8 digits in length. Wild cards (*) may be used to fill in the blank spaces that make up the required 8 digit field.
 - Card prefix numbers (numbers before the "*") are the known digits of the card Id.
 - A "#" sign as the only digit in the first field of a card group causes the phone to accept any card number for that group.
 - The field labeled *Len* is used to specify the actual length of the card Id number. This is the number of digits that make up the Id number programmed on the magnetic stripe of the card. (Note: If "#" is used as the first digit, "Len" is not applicable.)
 - Use the [PgUp] and [PgDn] keys to access the screens for the remaining card groups.

Note: Each card group is associated with a particular cost band (Bands 122-136). If a credit/calling card number is entered in the phone and that card number matches one of the numbers specified here on this screen, the cost band associated with that particular card group is used to process the call.

The table to the right shows card group/cost band assignments.

Card Group/Cost Band Assignments	
Card Group 1...	Cost Band 122
Card Group 2...	Cost Band 123
Card Group 3...	Cost Band 124
Card Group 4...	Cost Band 125
Card Group 5...	Cost Band 126
Card Group 6...	Cost Band 127
Card Group 7...	Cost Band 128
Card Group 8...	Cost Band 129
Card Group 9...	Cost Band 130
Card Group 10...	Cost Band 131
Card Group 11...	Cost Band 132
Card Group 12...	Cost Band 133
Card Group 13...	Cost Band 134
Card Group 14...	Cost Band 135
Card Group 15...	Cost Band 136

Edit Routing Variables

Special Card Processing (Mode 34)

This area of the program is used to define the action to be taken by the phone when a credit/calling card is used. Here you may enable the phone to screen the card numbers that are either inserted in the phone or keyed in at the payphone keypad. You may specify if certain card groups are to be accepted or denied by the phone as well as specifying the type of card checks and card validation to be performed on a card.

Each field is five digits in length where each digit defines a specific action to be taken by the phone when a card number is entered.

Use the information below to define card processing parameters.

Defining Mode 34

- Select the following keys from the main menu screen: [2] *Call Costing Centers Menu*
- Use the arrow keys to highlight the cost center to be edited and then press [ENTER].
- Press [1] *Edit Routing Variables Menu*
- Press [3] *Card Processing, Time Limits, Validations*
 - A screen similar to the following is displayed.

```

2-----CARD PROCESSING, TIME LIMITS, VALIDATIONS-----2.2.1.3
Mon. Nov 28. 1994                                     10:33:30
Special Card Processing (34)

1. 00110   2. 00110   3. 00110   4. 00110   5. 00110
6. 00110   7. 00110   8. 00000   9. 00100  10. 00100
11. 00100  12. 00100  13. 10000  14. 00000  15. 00000

Card Validation
Card*Tel ID Number: 00000000000000000000
Customer ID Number:                               Bank Number:
Terminal Type:                                     Merchant Number:
Telenet Address:

Collect Validation (353)
0. N   1. N   2. N   3. N   4. N   5. N   6. N   7. N

Store & Forward Limits
S/F Time Limit: 0
S/F Grace Period: 0

ESC Abort F1 Help F2 Save Arrows
Enter special card processing codes
    
```

- Define the applicable fields keeping the following points in mind:
 - Each field corresponds to one of the fifteen card groups in Mode 33 (Card Identifier Digits & Card Length.)
 - The definition of each field consists of a five digit code. Legal values for each of the five digits are as shown below in Table A below.
 - If a field is left blank (no numeric values,) the phone will not accept any of the card numbers associated with that particular card group.

Legal Values for Mode 34

Digit 1	1 = Phone accepts card numbers entered at keypad. 0 = Phone denies card numbers entered at keypad.
Digit 2	1 = Phone denies cards inserted in payphone. 0 = Phone accepts cards inserted in payphone.
Digit 3	1 = Enable MOD 10 check 0 = Disable MOD 10 check
Digit 4	1 = Enable date validation (Bank cards only) 0 = Disable date validation (Bank cards only)
Digit 5	0 = Disable card validation 1 = Unused (Test) 2 = CARD*TEL is used for credit card validation 3 = CARD*TEL is used for calling card validation 4 = Global Tel*Link is used for credit card validation 5 = Global Tel*Link is used for calling card validation

TABLE A

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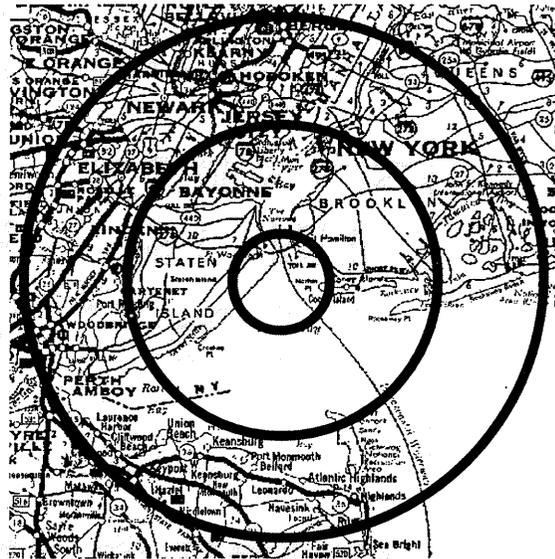
4/17/95 XNETRM001.0

Edit Cost Bands

Defining Cost Bands

This area of the program is used to specify call charges and routing parameters for the different types of calls that can be made on a payphone. Call charges vary depending upon the type of call placed (411, 911, speed dial, 1-800, etc...) and/or the distance (mileage) between the payphone and the actual destination number dialed (cost band). Up to 138 cost bands may be set up for different types of calls. In theory, cost bands are imaginary circles around a telephone's location (See the diagram below.) where each circle in the diagram below represents a different cost band.

Once call charges are assigned to cost bands and area codes and exchange numbers are assigned to use a particular cost band, call charges and routing parameters can be calculated by the phone.



Each of the 138 cost bands (bands 00 - 137) may be set up with the following information:

Discount Tables

Used to reference surcharge rates and discount rates for coin calls, card calls, super collect calls, calls made on holidays and calls made at different times of the day.

Initial Rate

This is the amount of money the user must deposit in order for the phone to process the call.

Overtime Rate

This field is used by the phone to calculate charges for overtime.

Initial Time Period

This is the amount of time the user has before the phone charges overtime.

Overtime Period

Amount of time before more overtime charges are incurred

Fraud Deterrence

This field is used to enable/disable the phone from using the acoustic coupler antifraud feature.

Keypad

This field is used to enable/disable the phone's keypad from being used during a call session.

LATA Screening (0+ calls only)

Used to direct IntraLata calls to the local exchange carrier and InterLata calls to an alternate operator service.

Route Number

The number entered in this field is the route to be used to process the call.

Card Enable/SAC/AD/CI

This information determines if card calls are allowed/denied when using the corresponding cost band. In addition, the "select-a-carrier" message is enabled/disable, answer detection type is selected, and the action to be taken if a card is reinserted during a call session is defined here.

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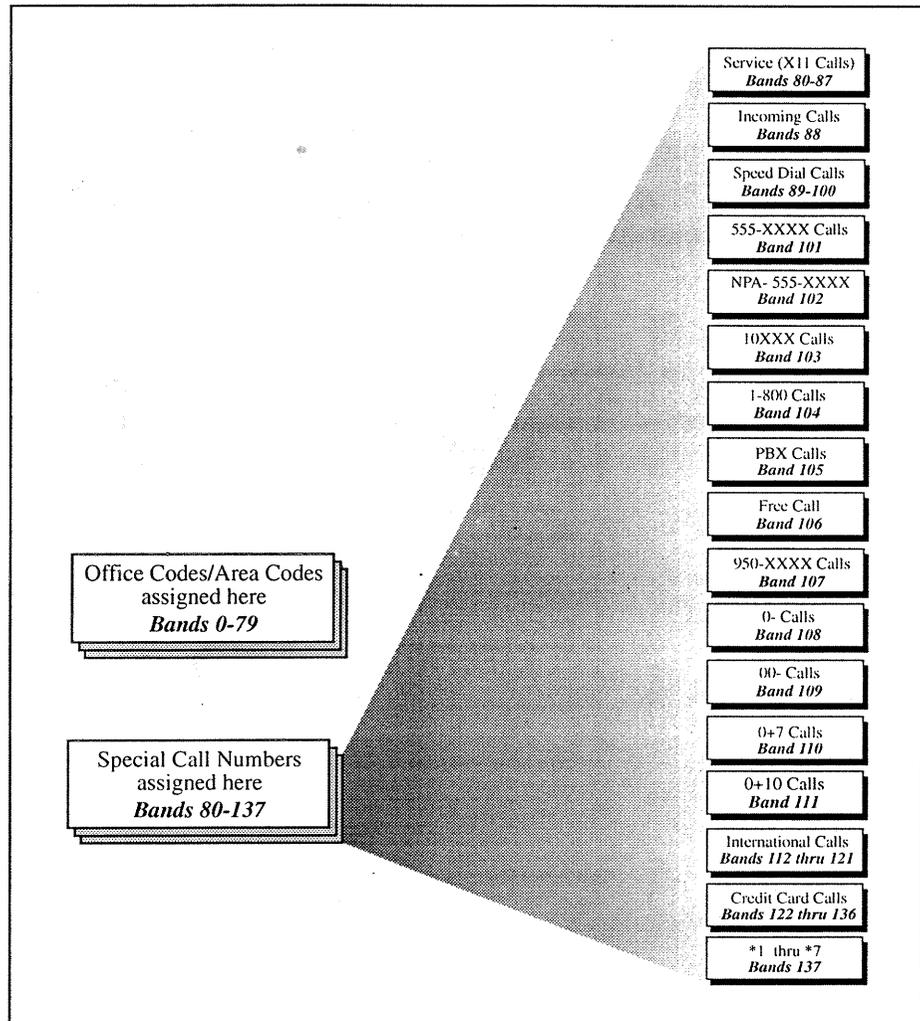
4/17/95 XNETRM001.0

Edit Cost Bands

Cost Band Assignments

Cost band Assignments

There are basically three types of cost bands, cost bands for the exchanges within area codes, cost bands for entire area codes, and cost bands for special types of calls. The diagram below shows the different cost bands and their assignments.



- **Area Groups (Bands 0 through 79)**
Area codes and exchange numbers are assigned to cost bands on screen 2.2.3.2. There are 79 cost bands available for these type of calls.
- **Special Call Types (Bands 80 through 137)**
These cost bands are permanently assigned to certain types of calls (411, 911, speed dial, 1-800, etc...) See the diagram above for call type/cost band assignments.

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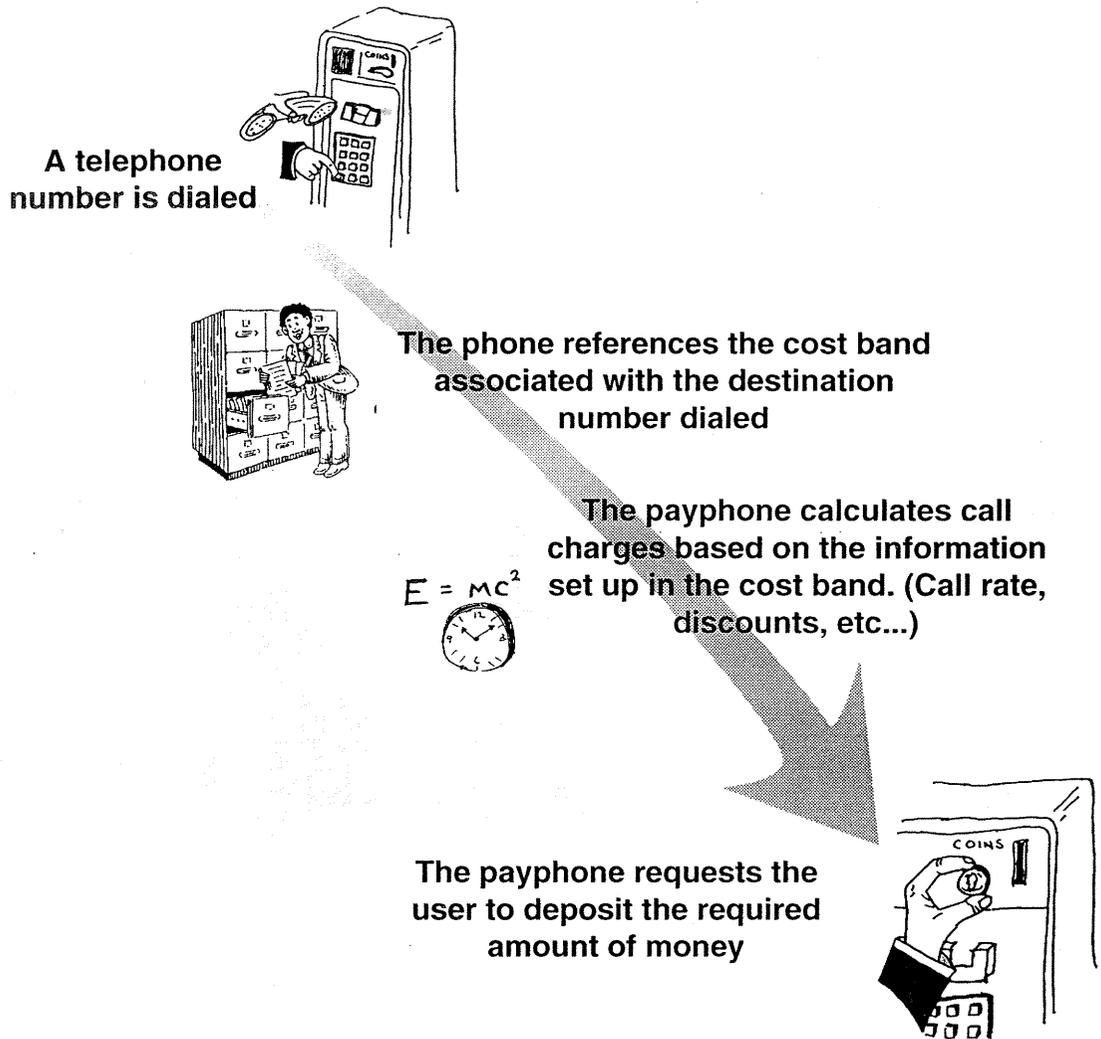
4/17/95 XNETRM001.0

Edit Cost Bands

Cost bands And Call Charges

Simplified Call Charge Diagram

Below is a simplified diagram showing how Protel's payphones calculate call charges. When a user dials a phone number, the payphone analyzes the number to determine if an area code, office code or some other type of number was dialed. The phone then searches for the cost band associated with the dialed number.



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Edit Cost Bands

Defining Cost Band Parameters

The screen shown below is the first of ten screens in this area of the program.. To access the full range of the 138 cost bands use the PgUp/PgDn keys to move from one screen to the next. The arrow keys are used to position the flashing cursor to the cost band field to be edited.

Use the information below to edit cost band settings for your particular needs.

Band	Description/ Discount Table	Int Rate/ Out Rate	Int Time/ Out Time	Fraud/ Keypad	Lata/ Route	Card Enable/ SAC/CI/AD
0	IntraS/InterL 1	0.55 0.50	2 2	Enable 2	Inter 15	0111111111111111 000
1	None	0.25 0.25	30 15	Enable 2	Intra 13	0000000000000000 000
2	IntraS/IntraL 1	0.25 0.20	2 2	Enable 2	Intra 14	0000000000000000 000
3	IntraS/IntraL 1	0.35 0.30	2 2	Enable 2	Intra 14	0000000000000000 000
4	IntraS/IntraL 1	0.40 0.40	2 2	Enable 2	Intra 14	0000000000000000 000
5	IntraS/InterL 1	0.50 0.40	2 2	Enable 2	Inter 15	0000000000000000 000

ESC Exit F1 Help Up/Dn/Lf/Rt/PgUp/PgDn Move F7 GlobCE F8 GlobSAC F2 Save
Cost for Initial Time Period of call.

Editing Cost Band Parameters

Editing a Cost Band

To edit the parameters of a cost band, perform the following steps:

- Select the following keys beginning from the main menu screen:
 - [2] Call Costing Centers Menu
 - [2] Edit Cost Bands
- Use the PgUp/PgDn keys to advance the screen to the applicable cost band range.
- Use the Up/Dn arrow keys to position the flashing cursor to the cost band to be edited.
- Use the left/right arrow keys to position the cursor to the field(s) to be edited.
- Enter the applicable value for the field setting (See field definitions below.)
- Follow steps b through e until all necessary cost bands are defined.
- Press the [F2] key to save changes and exit to the previous screen.

Listed below are definitions of each of the fields in this mode.

Cost band

Band

This column shows the cost band numbers that correspond to each field. These numbers may not be edited by the computer operator as they are for reference purposes only. To display the full range of cost bands, use the PgUp/PgDn keys to advance through the remaining screens.

Description

Description

This column displays a description of the type of call that should use that particular cost band. This description may not be edited by the computer operator as it is used for reference purposes only.

Discount Table

Discount Table

This field is used to specify which discount table should be used to calculate discount charges for calls. The discount tables specify holiday and time of day call rates. Use the information below to assign a discount table to the cost band.

- Use the arrow keys to highlight the *Discount table* field.
- Press [SPACE] for a listing of available choices.
- Use the arrow keys to highlight the applicable discount table (see chart at right).
- Press [ENTER]

Discount Table Choices

```
local Calls [No Discounts]
Intra State/ Intra Lata 1
Intra State/ Inter Lata 1
Inter State 1
Intra State/ Intra Lata 2
Intra State/ Inter Lata 2
Inter State 2
Local Calls
```

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Edit Cost Bands

Cost Bands Field Definitions (continued)

Initial Rate

Initial Rate

This field is used to specify the initial amount of money that the payphone user must deposit in order for the call to be processed.

- The initial rate is specified in dollars and cents.
- The maximum amount allowed is \$12.75
- The amount entered should be in nickel increments. If the amount entered is not in nickel increments the phone will automatically round the value (charge) up to the next nickel.
- If the amount entered in this field is 00.00, an initial call charge is not requested.

Note: *If the phone is operating on a coin line, Cost Band 88 should NOT be set up with charges for incoming calls.*

Overtime Rate

Overtime Rate

Specify the amount of additional money that must be deposited for call time that extends past the *initial time* period.

- The overtime rate is specified in dollars and cents.
- The maximum amount allowed is \$12.75.
- The amount entered should be in nickel increments. If the amount entered is not in nickel increments the phone will automatically round the value (charge) up to the next nickel.
- If the phone is setup for non-coin line operation (See Options & Registers) and the amount entered in this field is 00.00 the call is disconnected when the initial time period expires.
- If the phone is setup for coin line operation (See Options & Registers) the value entered in this field must be 00.00.

Initial Time Period

Initial Time

This field is used to specify how much call time should be granted to the user for the amount of money specified in the *initial charge* field. The user must deposit the initial charge amount in order to be granted the amount of time specified in this field.

- The initial time is specified in minutes.
- The amount of time specified can range from 000 minutes to 255 minutes.
- If the Initial time is set to 000, the initial call time is unlimited (no overtime charges).

Over Time Period

Over Time

The value entered in this field determines how often the user must deposit more money for additional call time. The amount required to be deposited is specified in the field labeled *over time rate*.

- The over time period is specified in minutes.
- The amount of time specified can range from 00 minutes to 15 minutes.
- If the value entered in this field is 00, all calls using this cost band are denied.
- If the phone is set up for non-coin line operation (See Options & Registers) and the value entered in this field is "02" or above, answer detection is enabled even if the call is free of charge. This provides for accurate record keeping of free calls.
- If the phone is set up for coin line operation (See Options & Registers) the value entered in this field should be "01" minutes for local prepay or "02" minutes for local post pay.

Fraud Detection

Fraud

This field is used to enable or disable the acoustic coupler antifraud feature of the phone.

- Legal values for this field are 0 or 1.
- If the value entered in this field is "0", the acoustic coupler antifraud feature is disabled.
- If the value entered in this field is "1", the phone sends three "1" digits out on to the line if second dial tone is detected and interrupted, and if DTMF digits generated by an acoustic coupler are detected by the phone. This is done in an attempt to disrupt the dialing.

If the keypad is enabled, the "1" digits are sent by the phone in either DTMF or DP depending on the setting in Options & Registers - Central Office Options.

If the keypad is disabled, or if the field labeled "Keypad" is set to "1" the digits are sent in DTMF regardless of whether the phone is set for DTMF or DP operation.

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Edit Cost Bands

Cost Bands Field Definitions (continued)

Keypad Activity

Keypad

The value entered in this field determines which digits will be accepted by the phone if they are dialed after the called party answers the call (during the call session).

- Legal values for this digit are 1 through 8.
- Use the chart below to determine the value to be entered in this field.
(X=0 through 9)(Y=1 through 9)(N=2 through 9)(.=X up to maximum allowable digits)

Option #	Allowable Digit Combinations	Maximum Digits	Initial Timeout	Interdigit Timeout
1	No digits will be accepted	0	0	0
2	NXXXXXXXX...			
3	NXXXXXXXX... or 0YXXXXXXXX...	25	45 sec	6 sec
4	NXXXXXXXX... or 0YXXXXXXXX...	25	45 sec	6 sec
5	XXXXXXXXX...	25	45 sec	60 sec
6	XXXXXXXXX...	40	45 sec	60 sec
7	XXXXXXXXX...	40	3 min	3 min
8	XXXXXXXXX...	100	unlimited	4.25min

LATA Screening

LATA Screening

For cost bands 110 & 111 this field is used to enable screening of intralata 0+ calls. In addition, for cost bands 00-79 this field determines call type (intralata or interlata) for NPA's and office exchange codes that are assigned to these bands.

- For cost bands 110-111 this should be set to *intra* to enable screening for intralata 0+ calls.
- For cost bands 110-111 this should be set to *inter* to disable screening for intralata 0+ calls.
- For cost bands 00-79 set to *intra* to designate intralata NPA/NXXs assigned to that band.
- For cost bands 00-79 set to *inter* to designate interlata NPA/NXXs assigned to that band.

Route Numbers

Route

This field is used to assign a route number for calls that use this cost band. For BC payphone firmware listed in Table 1 on the following page, legal route values can be found in tables 2 & 3. For CA/DA & CD/DD firmware, the route to be used to process the call is determined by the settings on screen 2.2.5.

There are two modes within the *Edit Routes* section of the program (Mode 80 and Mode 81). Mode 80 is where routing parameters are configured for coin calls and Store & Forward calls that have passed the dial-up validation process. Mode 81 is where routing parameters are configured for non Store & Forward card calls and Store & Forward calls that have not passed the dial-up validation process.

Modes 80 and Mode 81 both have 15 different routes and each route can be configured with different parameters. The particular route to be used for the call must be specified here on screen 2.2.2. in the field labeled *Route*.

As a general rule, cost bands 000 through 121 use the routes in Mode 80 and cost bands 122 through 137 use the routes in Mode 81.

Use the information below to determine the route number to be entered in this field:

- Legal values for this field are 00 through 15

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Continued...

Edit Cost Bands

Cost Bands Field Definitions (continued)

Route Numbers (continued)

- For BCXXXX payphone firmware, tables 2 & 3 list the definitions of the route values for the payphone. Depending on the version firmware installed in the phone, legal values for this field may vary.

Route Value

BC Firmware Route Definitions

00 = Call will be dialed direct (no rerouting)
01 = Call will use the route specified in the "Service Re-Route Number" field in Mode 2
02 = OSP type I (See Table 3 Below)
03 = OSP type II (See Table 3 Below)
04 = OSP type III (See Table 3 Below)
05 = OSP type IV (See Table 3 Below)
06 = The destination number dialed will be prefixed by the number entered in Speed Dial field *80 in Mode 3
07 = The destination number dialed will be prefixed by the number entered in Speed Dial field *89 in Mode 3
08 = The destination number dialed will be prefixed by the number entered in Speed Dial field *88 in Mode 3
09 = The number dialed will be the number entered in Speed Dial field *80 in Mode 3
10 = The number dialed will be the number entered in Speed Dial field *89 in Mode 3
11 = The number dialed will be the number entered in Speed Dial field *88 in Mode 3
12 = The destination number dialed will be prefixed by the number entered in Speed Dial field *80 in Mode 3 and redirect on DTMF "B" within 1 minute after transmitter turns on.
13 = The destination number dialed will be prefixed by the number entered in Speed Dial field *89 in Mode 3 and redirect on DTMF "B" within 2 minutes after transmitter turns on.
14 = The destination number dialed will be prefixed by the number entered in Speed Dial field *88 in Mode 3 and redirect on DTMF "*" within 1 minute after transmitter turns on.

Table 2

<p>OSP Type 1 (Mode 6 Route value = "02")</p> <ol style="list-style-type: none"> Phone Dials Re-Route number specified in Mode 2 Phone waits for 400Hz tone from OSP. Phone dials "#", ANI, "#", 0+destination number, "#" Credit Card Number, "#". 	<p>OSP Type 2 (Mode 6 Route value = "03")</p> <ol style="list-style-type: none"> Phone Dials Re-Route number specified in Mode 2 Phone waits for Dial Tone from OSP. Phone dials ANI, destination number.
<p>OSP Type 3 (Mode 6 Route value = "04")</p> <ol style="list-style-type: none"> Phone Dials Re-Route number specified in Mode 2 Phone waits for Dial Tone from OSP. Phone dials OCC number. Phone waits for Dial Tone from OSP. Phone dials ANI, destination number. 	<p>OSP Type 4 (Mode 6 Route value = "05")</p> <ol style="list-style-type: none"> Phone Dials Re-Route number specified in Mode 2 Phone waits for Dial Tone from OSP. Phone dials ANI, 1+ destination number, Credit Card number, "##". (If no card number is entered by the user the phone will instead dial the ANI number, 0+ destination number.

Table 3

Edit Cost Bands

Card Enable
(Mode 351)

Enabling Super Collect & Card Use Per Cost Band

This field is used to enable or disable credit/calling card usage for calls that use the correspondign cost band. This field consists of a 16-digit code where the first of the 16-digits is used to enable/disable the "Operator this is not a billable number" message. The remaining fifteen digits correspond to each of the fifteen card groups that are set up on Screen 2.2.1.2. Each card group may be enabled or disabled per cost band.

Keep the following points in mind when defining this field.

First Digit

The first digit in each field is used to enable or disable the "Operator, this is not a billable number" message that may be sounded on "0-" calls.

Legal values for the first digit are 0 or 1.

- 0 = • Disables the "not a billable number" message.
- 1 = • Enables the "not a billable number" message.

Remaining 15 Digits

The remaining fifteen digits correspond to the fifteen card groups. The first of the 15 digits corresponds to Card Group 1 and the last of the 15 digits corresponds to Card Group 15.

Legal values are 0 or 1.

- 0 = • Disables all of the cards in the card group from being used with this cost band.
- 1 = • Enables the card group for use with this cost band. The call is routed through a switch. The call is routed using the card group route [Mode 81] as specified in the cost band.

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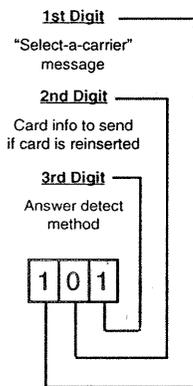
Edit Cost Bands

SAC/AD/CI
(Mode 36)

Select-a-Carrier/ Card Information/ Answer Detection

Field Definitions

Field Definition



This field consists of a three digit code that is used to specify the following:

- If the Select-a-Carrier message should be sounded to prompt a phone user to select the Interexchange carrier that they want to use for a bank card call.
- The information to be sent on to the phone line if a card is reinserted during the current call session.
- The method of answer detection to be used for the call.

Use the information below to define the settings for this field

First Digit ("Select-a-Carrier" message) (Legal Values are 0 or 4)

This digit is used to enable or disable the Select-a-Carrier message for InterLata calls.

- 0 = • Disables the Select-a-Carrier message.
- 4 = • Enables the Select-a-Carrier message when an InterLata bank card call is made. This function is only applicable for those calls that are processed using cost bands 122 - 136. These cost bands are used for card calls.

NOTE: Mode 32 (IXC Select Codes) and the Mode 8 (Routes) switch format positions 5 & 6 also need to be set to enable this option.

Second Digit (Card information to send if reinserted) (Legal Values are 0 - 3)

This digit determines the information from the magnetic strip of the card that is sent out on to the phone line if a card is reinserted during the current call session.

- 0 = • Do not send the data from the card strip out on to the phone line.
- 1 = • **Send the data on the card strip out on to the phone line as follows:**
 - AT&T and LEC cards*
Send the 10 digit account number and the 4 digit PIN number.
 - All other cards*
Send the data between the beginning sentinel and the end sentinel if there is no field separator in the string. If there is a field separator in the string then send the data between the beginning sentinel and the field separator.
- 2 = • **Send card account number and validation date:**
Send all data on the card strip including the beginning and end sentinel.
- 3 = • **Send card account number and validation date:**
 - AT&T and BELL cards*
Send the 10 digit account number and the 4 digit PIN number.
 - All other cards*
Send the data between the beginning sentinel and ending after the date.

Third Digit (Answer Detection Method) (Legal Values are 0, 1 or 3)

This digit is used to select the method of answer detection to be used.

- 0 = Standard answer detection
- 1 = Loop reversal answer detection
- 2 = Answer detection disabled

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Edit NPA/NXX & Country Codes

Overview

This area of the program is where area codes and country codes are assigned to use specific cost bands.

Listed below are definitions of the function available from this menu.

```
2 EDIT NPA/NXX & COUNTRY CODES MENU Screen 2.2.3
Thu. Mar 2, 1995                               13:26:46
      Editing DA/DD Record
      Cost Center : 325F1S.CDX

1. Edit NXXs in Adjacent NPAs
2. Edit Out-of-State NPAs
3. Edit Country Codes
0. Exit to Previous Menu

ESC Exit  F1 Help  0..3 or Up/Dn Arrow+ENTER Menu Item
Change the Out-of-State NPAs
```

Edit NXXs in Adjacent NPAs

This function is used to assign the exchange codes with specified NPA's, to the cost band that should be used to process the call.

Edit Out-Of-State NPAs

This function is used to assign entire area codes to specific cost bands. In this case, all exchanges within the specified NPA will use the assigned cost band for call processing.

Edit Country Codes

This function is used to assign international direct dial numbers to cost bands. This function is only applicable for CD/DD and CA/DA type cost centers.

Edit NPA/NXX & Country Codes

Edit NXXs in Adjacent NPAs (for DA & DD phones)

This function is used to assign the exchange codes (NXXs) within specified area codes (NPA's), to the cost band that should be used to process the call.

Use the information below to add an area code to the database.

Adding NPA's

Adding an NPA to the database

Use this function to add an NPA to the database.

- Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
 - [3] *Edit NPA/NXX & Country Codes Menu*
 - [1] *Edit NXXs in Adjacent NPAs*
- Press [F3] *Add*
- In the field labeled *Enter New NPA*, enter the NPA to be added to the database.
- Press [F2] *Save*.
 - The new NPA is now added to the list of NPA's on the screen (Screen 2.2.3.1L). To assign the exchange codes within the NPA to specific cost bands, follow the instructions below (Steps b through e).

NOTE

The first NPA that you assign must be the home NPA for all phones that are assigned to this cost center.

Assigning Exchange Codes to Cost Bands

Assigning exchange codes to cost bands

Use the instructions below to assign exchange codes to cost bands.

- Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
 - [3] *Edit NPA/NXX & Country Codes Menu*
 - [1] *Edit NXXs in Adjacent NPAs*
- Use the arrow keys to highlight the NPA associated with the exchange codes that you want to assigned to cost bands.
- Press [ENTER]. A screen similar to the following should be displayed.

Edit NXX Bands										Screen 2.2.3.1		
Thu, Mar 2, 1995										13:29:00		
NXX	..0	..1	..2	..3	..4	..5	..6	..7	..8	..9		
20	-	-	-	-	-	-	-	-	-	-		
21	-	-	-	-	-	-	-	-	-	-		
22	4	4	4	4	4	4	4	4	4	4		
23	4	4	4	4	4	4	4	4	4	4		
24	4	4	4	4	4	4	4	4	4	4		
25	4	4	4	4	4	6	4	4	4	4		
26	4	6	6	6	4	4	4	6	6	-		
27	4	4	4	4	4	4	4	6	4	6		
28	-	4	4	6	1	5	4	4	4	4		
29	-	1	-	1	1	-	-	1	4	1		
30	-	-	-	-	-	-	-	-	-	-		
31	-	-	-	-	-	-	-	-	-	-		
32	4	4	4	4	1	1	1	4	4	-		
33	4	4	6	4	6	6	6	6	6	6		
34	4	4	-	4	4	4	4	4	4	4		

Use the "+" and "-" keys to change the Cost Band for the selected NXX.
 (813) 200 - xxxx Cost Bands range 0 to 99. "-" = band 0 (default).
 ESC Exit F1 Help Arrow Move +/- Change F2 Save F8 Status F10 Clear
 Cost Band# 0. 0.55 / 2 mins. 0.50 / 2 min. Table 2 = R-LA10 \$ 1.00

- Use the arrow keys to position the cursor to the exchange code to be assigned to a cost band.
 - The bottom left of the screen displays the exchange number that the cursor is positioned on.
- Press the "+" or "-" keys to select the cost band to be used to process calls made to this exchange. The selected cost band number is displayed in the field that the cursor is positioned on.

Note: All unassigned exchange codes are by default assigned to cost band zero (0).

Edit NPA/NXX & Country Codes

Edit NXXs
in Adjacent NPAs
(for DA & DD phones)

Deleting NPA's from the Database

Deleting an NPA from the database

Use this function to delete an NPA from the database.

- a. Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
 - [3] *Edit NPA/NXX & Country Codes Menu*
 - [1] *Edit NXXs in Adjacent NPAs*
- b. Use the Up/Dn arrow keys to highlight the NPA that you want to delete.
- c. Press [F5] *Delete*
- d. Press Y at the following prompt: *NPA XXX is selected for deleting, Are you sure that you want to delete it?*
 - The specified NPA is removed from the database.

Designating an NPA as a 7-Digit NXX

Designating an NPA as a 7-Digit NXX

Use the information below to make a selected NPA the 7-digit NXX. The NXXs within this NPA may be assigned to any of the first 79 cost bands.

- a. Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
 - [3] *Edit NPA/NXX & Country Codes Menu*
 - [1] *Edit NXXs in Adjacent NPAs*
- b. Highlight the NPA that you want to make the 7-Digit NXX.
- c. Press [F6] *7-Digit NXX*
- d. Press Y at the following prompt: *This action will make NPA XXX a 7-Digit NXX. Are you sure that you want to continue?*
 - The specified NPA is now designated as a 7-digit NXX.

Associate NXX's to the same cost bands as another NPA

Associate NXX's to the same cost bands as another NPA

This function will cause the NXXs within a specified NPA to use the same cost bands as the NPA that you associate with.

- a. Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
 - [3] *Edit NPA/NXX & Country Codes Menu*
 - [1] *Edit NXXs in Adjacent NPAs*
- b. Use the arrow keys to highlight the NPA that you want to associate with.
- c. Press [F7] *Associate*.
- d. At the prompt, enter the NPA that you want to be associated with the NPA that you highlighted in step b.
- e. Press [F2] *Save*.

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Edit NPA/NXX & Country Codes

Edit Out-of-State NPAs

This function is used to assign out-of-state area codes to the cost band that should be used to process the call.

Use the information below assign area codes to cost bands

Assigning NPA's to Cost Bands

Assigning NPAs to cost bands

Use this function to assign NPAs to cost bands.

- Select the following keys beginning from the main menu screen:

[2] *Call Costing Centers Menu*

[2] *Edit NPA/NXX & Country Codes Menu*

[2] *Edit Out-of-State NPA's*

- Use the arrow keys to highlight the NPA associated with the exchange codes that you want to assigned to cost bands.
- Press [ENTER]. A screen similar to the following should be displayed.

Thu. Mar 2, 1995		Edit NPA Bands										Screen 2.2.3.2	
NPA	0	1	2	3	4	5	6	7	8	9	13:29:25		
20.	64	68	67	68	64	67	68	68	68	68			
21.	68	64	68	68	68	67	67	67	68	68			
22.	64	64	64	64	64	64	64	64	64	64			
23.	64	64	64	64	64	64	64	64	64	64			
24.	64	64	64	64	64	64	64	64	64	64			
25.	64	64	64	64	64	64	64	64	64	64			
26.	64	64	64	64	64	64	64	64	64	64			
27.	64	64	64	64	64	64	64	64	64	64			
28.	64	64	64	64	64	64	64	64	64	64			
29.	64	64	64	64	64	64	64	64	64	64			
30.	64	67	67	68	67	64	64	68	68	68			
31.	68	64	68	68	67	68	68	67	67	68			
32.	64	64	64	64	64	64	64	64	64	64			
33.	64	64	64	64	64	64	64	64	64	64			
34.	64	64	64	64	64	64	64	64	64	64			
35.	64	64	64	64	64	64	64	64	64	64			

Use the "+" and "-" keys to change the Cost Band for the selected NPA.
NPA = 200 Cost Bands range 0 to 79. "-" = band 0 (default).
ESC Exit F1 Help Arrow Move +/- Change F2 Save F8 Status F10 Clear
Cost Band 64: RESTRICTED

- Use the arrow keys to position the cursor to the NPA code to be assigned to a cost band.
 - The bottom left of the screen displays the NPA that the cursor is positioned on.
- Press the "+" or "-" keys to select the cost band to be used to process calls made within this NPA. The selected cost band number is displayed in the field that the cursor is positioned on.

Edit NPA/NXX & Country Codes

Editing Country Codes

Assigning Country Codes to Cost Bands

International direct dial numbers, commonly referred to as country codes, are assigned to cost bands here in this area of the program. This option is only applicable for CD/DD & CA/DA type call cost centers.

Use the information below to assign country codes to cost bands.

- a. Select the following keys beginning from the main menu screen:

[2] *Call Costing Centers Menu*
[3] *Edit NPA/NXX & Country Codes Menu*
[3] *Edit Country Codes*

- b. A screen similar to the following should be displayed.

```
2
Thu. Mar 2, 1995 | EDIT COUNTRY CODES | Screen 2.2.3.3
                  |                      | 13:29:47
Country Code Definition #1:      for cost band# 112
Country Code Definition #2:      for cost band# 113
Country Code Definition #3:      for cost band# 114
Country Code Definition #4:      for cost band# 115
Country Code Definition #5:      for cost band# 116
Country Code Definition #6:      for cost band# 117
Country Code Definition #7:      for cost band# 118
Country Code Definition #8:      for cost band# 119
Country Code Definition #9:      for cost band# 120
ESC Abort  F1 Help  F2 Save  Arrows
Enter the the international country codes (0-9, #, *, A-D)
```

- c. Use the [Tab] key to highlight the country code field to be defined.

- d. Enter the county code number to be associated with the corresponding cost band. Keep the following points in mind when defining country codes.

- Field entries may be a maximum of six digits in length.
- Legal values for the digits in a field are "1 through 9 and #". The "#" pound sign may be used as a wild card to cause the phone to accept any digit for that position in the country code.
- The first digit in the field is ignored and can be set to any of the following characters, "0", "1" or "#".
- If a "#" is entered as the first digit in the field and no other digits are entered, all international direct dial numbers that do not have their country code assigned to another cost band will use the cost band associated with the country code field with the "#" as the first and only digit.
- If fewer than six digits are entered in a field, the computer automatically fills the rest of the digits in the field with "#". The "#" characters that are used to fill the field are not be displayed on the computer screen.

- e. Press the [F2] *save* after you have completed making changes to this screen.

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Edit Surcharge, Discount & Holiday Tables

Overview

This area of the program is used to set up discount costs for holidays and calls made at different times of the day. The discount costs set up here are used by the phone to recalculate charges and allow the payphone user to make calls that cost less money on certain days and times than calls made on the phone at other times.

There are a total of seven discount tables. Each table may be set up with different discount costs for day, evening and night time calls. There are also three holiday tables. The holiday tables are used to specify the particular days of the year that holiday costs are in effect. Each holiday table is associated with one of the seven discount tables.

Discount tables are assigned to cost bands in the *Edit Cost Bands* section of the program. When a telephone number is dialed by the payphone user, the phone determines which cost band should be used to process the call. The phone then references the discount table assigned to that cost band to determine any discounts that may apply.

Setting Up Discount Costs

Setting Discount Costs

As shown in the diagram below there are seven discount tables that may be setup with discount costs. Discount tables are assigned by call type (cost band) therefore, it is important that the correct discount table be assigned to the corresponding cost band on screen 2.2.2 to ensure that accounting information is recorded in the proper area. Discount table assignments are as follows.

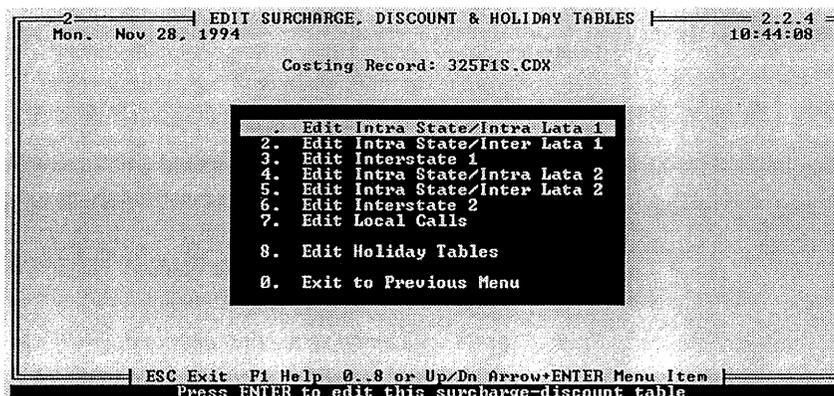
Use the following information to select edit discount rates.

- a. Select the following keys beginning from the main menu screen:

[2] *Call Costing Centers Menu*

[4] *Edit Surcharge, Discount & Holiday Tables*

- A screen similar to the following is displayed.



- b. Use the arrow keys to highlight the applicable discount table and then press [ENTER]
- c. Use the information on the following pages to determine the settings for the discount table options.

Edit Surcharge, Discount & Holiday Tables

Surcharge/Discount Costs

Editing a Discount Table

Editing a Discount Table

- Use the [TAB] key to position the cursor to the field to be edited.
- Enter the applicable data. (See field definitions below.)
- After all necessary fields have been edited, press [F2] to save changes and exit to the previous screen.

```

2
Mon. Nov 28, 1994      EDIT INTRA STATE/INTRA LATA 1      2.2.4.1
                                                                10:44:34
Coin Surcharge: 1.00      Card Surcharge: 0.00
Minimum Cost: 0.00      Super Collect Surcharge: 0.00
                                                                Tax Percentage(%): 0
  
```

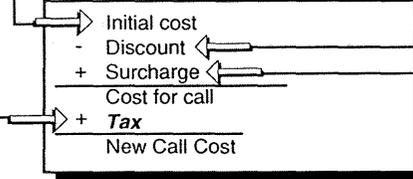
DAY	PERIOD	INITIAL DISCOUNT	SUBSEQUENT DISCOUNT	ENDING HOUR
Mon - Fri	Night	60	60	8
	Day	0	0	17
	Evening	35	35	23
Sat	Night	60	60	8
	Day	60	60	17
	Evening	60	60	23
Sun	Night	60	60	8
	Day	60	60	17
	Evening	35	35	23

ESC Abort F1 Help F2 Save Arrows

Surcharge to be added to all coin calls using this surcharge-discount table

Cost Tables

Band Description/ Discount Table	Int Rate/ Ovt Rate	Int Time/ Ovt Time	Fraud/ Keypad	Lata/ Route	Card Enable/ SAC/CI/AD
6 IntraS/InterL 1	0.55	2	Enable	Inter	0000000000000000
	0.50	2	2	15	000



Surcharges

Coin Surcharge

This field is used to define the surcharge amount for coin calls that are other than local direct dial. This surcharge amount is added to the initial cost for the call and must be divisible by 5 (a nickel.)

Use the information below to enter a surcharge price for coin calls other than direct dial.

- Use the [TAB] key to position the flashing cursor to the field labeled *Coin Surcharge*.
- Enter the surcharge amount. (Amount must be divisible by 5 (a nickel).)

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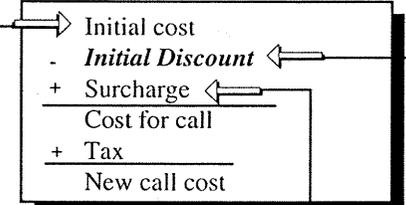
Edit Surcharge, Discount & Holiday Tables

Surcharge/Discount Costs

Initial Discount Costs

Initial Discount

These fields are used to enter the percentage to be discounted from the initial cost for the call. If the initial cost specified in the cost band is \$1.50, and the surcharge setup on this screen is 75 cents, and the initial discount for a call made on a Wednesday Evening is 10%, the cost for the call would be \$2.10 plus any tax. The calculation for the charges is shown at right.



2
 Mon. Nov 28, 1994 EDIT INTRA STATE/INTRA LATA 1 2.2.4.1
 10:44:34

Coin Surcharge: 1.00 Card Surcharge: 0.00
 Minimum Cost: 0.00 Super Collect Surcharge: 0.00
 Tax Percentage(%): 0

DAY	PERIOD	INITIAL DISCOUNT	SUBSEQUENT DISCOUNT	ENDING HOUR
Mon - Fri	Night	60	60	8
	Day	0	0	17
	Evening	35	35	23
Sat	Night	60	60	8
	Day	60	60	17
	Evening	60	60	23
Sun	Night	60	60	0
	Day	60	60	17
	Evening	35	35	23

ESC Abort F1 Help F2 Save Arrows
 Surcharge to be added to all coin calls using this surcharge-discount table

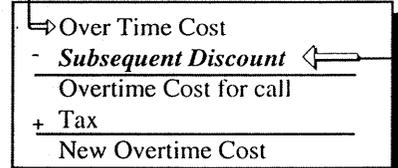
Cost Tables

Band Description/ Discount Table	Int Rate/ Out Rate	Int Time/ Out Time	Fraud/ Keypad	Lata/ Route	Card Enable/ SAC/CI/AD
6 IntraS/InterL 1	0.55 0.50	2 2	Enable 2	Inter 15	0000000000000000 000

Subsequent Discount Costs

Subsequent Discount

These fields are used to enter the percentage to be discounted from the over time cost set in the cost band. If the over time cost specified in the cost band is \$.50 and the subsequent discount for a call made on a Wednesday evening is 10%. The cost for additional time would be \$.45 plus any tax. The calculation for the charges is shown at right:



Edit Surcharge, Discount & Holiday Tables

Surcharge/Discount Costs

Cost Period Ending Hour

Ending Hour

Enter the hour that the discount period should end for this day/period. The beginning hour for the next period starts at the time that this period ends. The time must be entered in the 24-hour format. Valid entries are 00 - 24.

Example:

If we look at the **Mon - Fri Ending Hour** column on the sample screen below, we can see that the **Night** cost is in effect from 11 PM until 8 AM. This is shown as follows: (The **Evening Cost** ends at 23 hours which is 11:00 PM and the **Ending Hour** for the **Night** cost is 08 which is 8:00 AM.) We can also see that the **Day** cost is in effect 8:00 AM to 5:00 PM. This is shown as follows: (The **Night Cost Ending Hour** = 08 = 8:00 AM and the **Day cost Ending Hour** = 17 = 5:00 PM; thus, the **Day Cost** is in effect from 8:00 AM to 5:00 PM)

DAY	PERIOD	INITIAL DISCOUNT	SUBSEQUENT DISCOUNT	ENDING HOUR
Mon - Fri	Night	20%	20%	08
	Day	00%	00%	17
	Evening	10%	10%	23
Sat	Night	30%	30%	08
	Day	20%	20%	17
	Evening	25%	25%	23
Sun	Night	30%	30%	24
	Day	30%	30%	24
	Evening	30%	30%	24

Setting the Ending Hour:

- Use the arrow keys to position the flashing cursor to the field labeled *Ending Hour*.
- Enter the ending hour for that particular time period (use 24 Hour Format).
- After all entries have been made, press the [F2] key to save your changes and exit the screen.

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4/17/95 XNETRM001.0

Edit Surcharge, Discount & Holiday Tables

Holiday Tables

Holiday Dates

Holiday Table & Discount Table Assignments

Edit Holiday Tables

This screen is used to specify the particular days of the year that holiday costs are to be applied.

There are three holiday tables that may be set up with different holiday dates. Each holiday table is associated with one of the seven discount tables. The holiday table to be used for a call is determined by the discount table number assigned to the cost band that is used to process the call.

The chart below shows the holiday table/discount table assignments.

Holiday Table 1 used for:	Intrastate, IntraLATA 1 Interstate, InterLATA 2
Holiday Table 2 used for:	Interstate 1 Intrastate, IntraLATA 1
Holiday Table 3 used for:	Intrastate, InterLATA 2 Interstate 2 Local Calls

Each holiday table may be set up with eight different holiday dates. When a destination number is dialed, the phone checks the NPA/NXX assignments to determine which cost band is to be used to calculate the charge for the call. The phone then checks the cost band to determine if a discount table has been assigned to that cost band. If a discount table has been assigned, the charge for the call is calculated based on the figures entered in the discount table. If the date that the call is made, is one of the dates listed in the holiday table, the phone applies evening or night time costs as specified on this screen.

```
2
Thu. Mar 16, 1995      EDIT HOLIDAY TABLES      Screen 2.2.4.8
                        09:40:14

Use Night Costs During Holidays: ( )
Use Evening Costs During Holidays: (<J)

Holiday Table #1
#1 #2 #3 #4 #5 #6 #7 #8
01/01 12/25 07/04 00/00 00/00 00/00 00/00 00/00

Holiday Table #2
#1 #2 #3 #4 #5 #6 #7 #8
01/01 12/25 07/04 00/00 00/00 00/00 00/00 00/00

Holiday Table #3
#1 #2 #3 #4 #5 #6 #7 #8
01/01 12/25 07/04 00/00 00/00 00/00 00/00 00/00

ESC Abort F1 Help F2 Save Arrows
Use night costs for holiday call costing. Press SPACE to enable.
```

Defining Holiday Dates

Use the information below to assign holiday dates.

- Use the arrow keys to position the cursor to one of the following two fields at the top of the screen: "Use Night Costs During Holidays", "Use Evening Costs During Holidays," and then use the information below to determine the appropriate setting.

Use Night Costs During Holidays

Specify if the night time discount cost specified in the discount table should be used to calculate charges for calls made at any time of the day on those dates that are listed in the holiday table.

- Press [SPACE] to toggle the selection between [] and [].

[] = Phone uses night discount costs to calculate charges for calls made at any time of day on those dates that are listed in the holiday table.

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Continued...

Edit Surcharge, Discount & Holiday Tables

Holiday Tables

Defining Holiday Dates continued

[] = Phone does not use night discount costs to calculate charges for calls made at any time of day on those dates that are listed in the holiday table.

Use Evening Costs During Holidays

Specify if the evening discount cost specified in the discount table should be used to calculate charges for calls made at any time of the day on those dates that are listed in the holiday table.

■ Press [SPACE] to toggle the selection between [√] and [].

[√] = Phone uses evening discount costs to calculate charges for calls made at any time of day on those dates that are listed in the holiday table.

[] = Phone does not use evening discount costs to calculate charges for calls made at any time of day on those dates that are listed in the holiday table.

- b. Use the arrow keys to position the flashing cursor to the holiday table to be edited.
- c. Use the arrow keys to position the cursor to the field to be modified. Each table may have up to eight different holiday dates entered.
- d. Start from position #1 and enter the dates that holiday costs should apply. The date should be entered as four digits, Month/Day (*Example*: December 25 = 1225). The “/” is automatically entered by the computer.
- e. Press the [F2] key to save changes and exit the screen.

Edit Routes

Call Routing

Protel's payphones provide flexible call routing capability. Configured in this area of the program are the parameters that determine how calls are routed to their destination. Routing parameters allow the payphone(s) to route or reroute calls through almost any type of modern phone network in use today. The phones can also be programmed to route almost any combination of numbers, tones or routing sequences. After a route is configured with the parameters that determine how a call should be routed, the route is assigned to a cost band on screen 2.2.2.

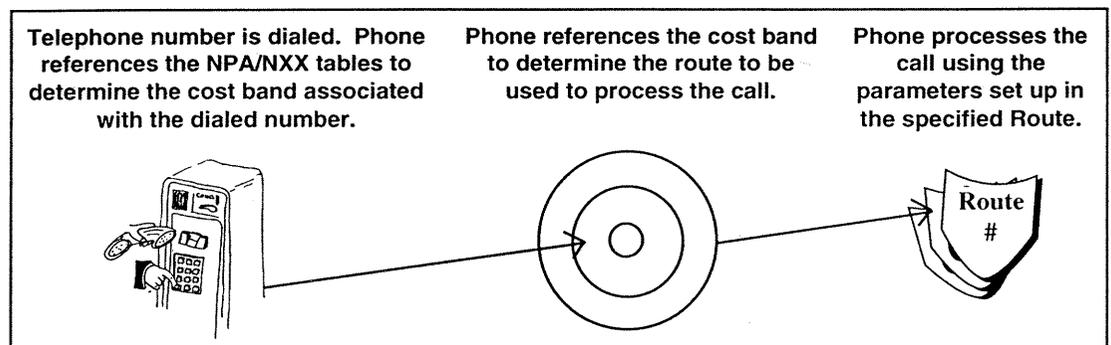
There can be up to thirty different routes configured here, fifteen routes for coin type calls and fifteen routes for non-coin type calls (card calls). A typical call route may proceed as follows:



- 1 The phone sends a programmed group of digits usually called an access number (specified in this area of the program), to the Interexchange carrier (IXC.) The access number is the telephone number of the IXC switch.
- 2 After the IXC switch answers the call, the phone waits a programmed length of time for certain progress tones or ready tones to be received back from the switch. These tones indicate that the IXC switch is ready to accept more digits.
- 3 After a ready tone is detected by the phone, authorization digits are sent by the phone to the IXC switch.
- 4 The destination number dialed by the phone user is then sent. The sequence of events that occur during the routing process varies from IXC to IXC. This area of the program is where the sequence of events is set up to match what the IXC expects to see from the phone.

Calls can be routed according to the digits dialed or the type of credit/calling card used. In addition, calls may be rerouted according to conditions in the network. Since deregulation, many routing choices have become available. Generally, the choices are based on economic or regulatory reasons. Certain types of calls will be routed one way (such as 1+ traffic) and other types of calls will be routed another way (such as card calls or international calls).

The illustration below shows how the payphone determines the particular route to be used to process a call.



Listed below are definitions of commonly used call routing acronyms. Please review this list to become familiar with these terms.

Glossary Of Routing Terms

- Routing** The process of directing a call through a specific carrier or call route.
- Rerouting** The process of redirecting a call to a new route because the original route failed or was blocked.
- IXC** Inter Exchange Carrier - Long distance carriers like MCI, Sprint, ITT, etc.
- LEC** Local Exchange Carrier
- PIC** Picked Interstate Carrier - when a customer pre-subscribes to an IXC.
- OSP** Operator Service Provider - Handles 0± traffic.
- LATA** Local Access and Transport Area
- InterLATA** Calls between LATAs (Inter is Latin for "between")
- IntraLATA** Calls within a single LATA (Intra is Latin for "within")
- 1+** Telephone numbers that are preceded by the digit "1".
- 0+** Telephone numbers that are preceded by the digit "0".
- 0-** Access to local operator (0 dialed without any other digits)
- 00-** Access to long distance operator (00 dialed without any other digits)

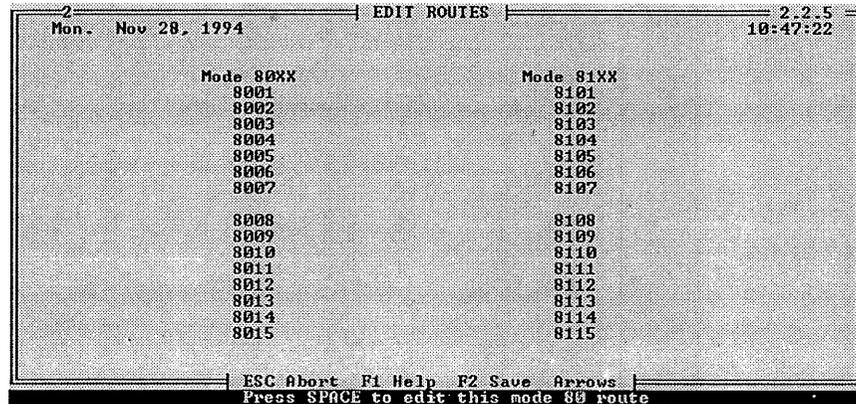
Edit Routes

Call Routes

Call Routing

Shown below is the main screen of the *Edit Routes* area of the program. This mode is divided into two sections (Mode 80XX & Mode 81XX) as discussed below.

- **Mode 80XX** — Offers fifteen routes for non-card type calls (coin calls). Typically, these routes are assigned to cost bands 000-121.
- **Mode 81XX** — Offers fifteen routes for card type calls. These routes are assigned to cost bands 122-137.



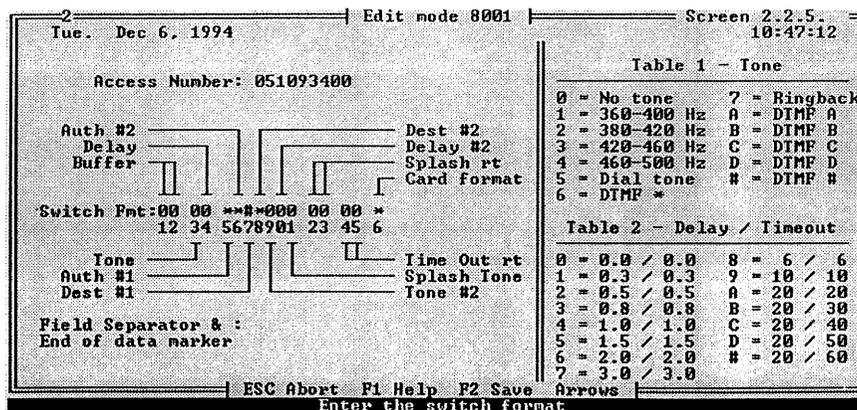
Selecting a Route for Editing

From the main screen as shown above, a particular route may be selected for editing. Each route has three fields of information that need to be configured. The following pages outline the definitions of each of these fields.

Selecting a route for editing

Use the steps below to select a route for editing:

- Select the following keys beginning from the main menu screen:
 - [2] *Call Costing Centers Menu*
- Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- Press [5] *Edit Routes*.
- Use the arrow keys to highlight the route that you want to edit.
- Press [SPACE].
 - A screen similar to the following is displayed.



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There are three fields of information that may be defined for each route; the *Access Number*, the *Switch Format*, and the *Field Separator & Data Marker*.

Edit Routes

Mode 8 Programmable Fields

Mode 8 Programming

Shown below are brief descriptions of the three fields that need to be defined to ensure proper routing of calls. Detailed definitions of these fields can be found on the following pages.

```
2 | Edit mode 8001 | Screen 2.2.5.
Tue. Dec 6, 1994 | | 10:47:12

Access Number: 851893400

Auth #2 Delay Buffer Dest #2 Delay #2 Splash rt Card format
Switch Fmt: 00 00 **#*000 00 00 *
             12 34 5678901 23 45 6

Tone Auth #1 Dest #1 Time Out rt Splash Tone Tone #2
Field Separator & :
End of data marker

ESC Abort F1 Help F2 Save Arrows
Enter the switch format
```

0 = No tone	7 = Ringback
1 = 360-400 Hz	A = DTMF A
2 = 380-420 Hz	B = DTMF B
3 = 420-460 Hz	C = DTMF C
4 = 460-500 Hz	D = DTMF D
5 = Dial tone	# = DTMF #
6 = DTMF *	

0 = 0.0 / 0.0	8 = 6 / 6
1 = 0.3 / 0.3	9 = 10 / 10
2 = 0.5 / 0.5	A = 20 / 20
3 = 0.8 / 0.8	B = 20 / 30
4 = 1.0 / 1.0	C = 20 / 40
5 = 1.5 / 1.5	D = 20 / 50
6 = 2.0 / 2.0	# = 20 / 60
7 = 3.0 / 3.0	

There are three fields of information that need to be defined for a route; the *Access Number*, the *Switch Format*, and the *Field Separator & Data Marker*.

- **Access Number**
The number entered in this field is the first number to be sent out on to the phone line when a call is routed. The maximum number of digits that may be entered in this field is fifteen. More detailed information can be found on the following pages.
- **Switch Format**
This field is used to configure parameters that are necessary to match the protocol of the IXC or OSP switch. There are sixteen digits in the switch format field. The various digit positions in the field define such things as; buffer limits, tone detect, time-outs/delays, splashback, alternate route numbers, etc. Definitions for each digit can be found on the following pages. This switch format field defines the instructions necessary for the payphone to properly access the IXC or OSP switch.
- **Field Separator and End of Data Marker**
This is an optional field that may be used to define the digits that are used to signal the switch that all data has been sent. In addition, the field separator digits in this field are used to separate card data from the dialed destination number. A maximum of ten digits may be entered in this field. More detailed information can be found on the following pages.

Edit Routes

Access Number

Programming the Access Number Field

The field labeled *Access Number* is used to specify the first number to be dialed by the phone during the routing process. A maximum of fifteen digits may be entered in this field. Use the information below to specify the access number.

- Use the [TAB] key or arrow keys to position the flashing cursor to the field labeled *Access Number*.
- Specify the access number using the format as shown in the example at the bottom of this page. The access number is the first number to be dialed by the phone during the routing process.

NOTES

- Reference Appendix D for 950, 10XXX, and 800 access numbers.
- The first two digits of the access number are used to specify the length of the access number (access number = digits to be sent out on the line by the phone).
- The digit following the access number is used to specify the tone that the phone will wait for from the carrier signaling that the access number was received and that the phone should continue processing the call as specified in the switch format.
- The next digit specifies the amount of time that the phone should wait to receive the tone from the carrier. (See switch format position 4 for more information on the value of this digit.)
- Proceed to the section titled *switch format* on the following page.

Tone ←

Digit	Tone
0	No Tone
1	360-400Hz
2	380-420Hz
3	420-460Hz
4	460-500Hz
5	Dial Tone
6	DTMF *
7	Ring Back Tone
A	DTMF A
B	DTMF B
C	DTMF C
D	DTMF D
#	DTMF #

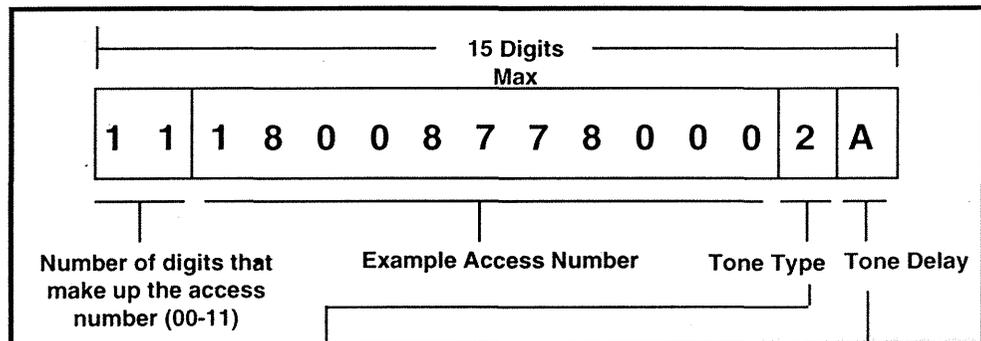
Legal Tone Values

← Time Delay

All time in seconds:

Digit	Delay	Timeout
0	0	0
1	30	30
2	50	50
3	80	80
4	1	1
5	1.5	1.5
6	2	2
7	3	3
8	6	6
9	10	10
A	20	20
B	20	30
C	20	40
D	20	50
#	20	60

Example Access Number



Legal Delay Values

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Edit Routes

Switch Format

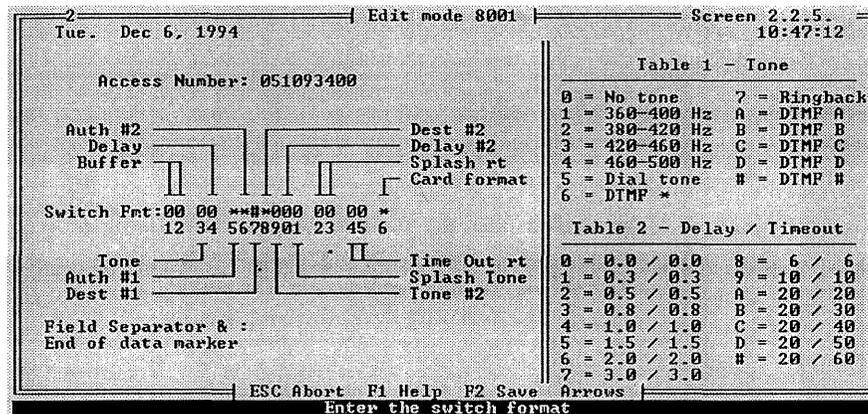
Defining the Switch Format Field

Switch Format

This field is used to configure the parameters that are necessary to match the protocol of the IXC or OSP switch. There are sixteen digits in the switch format field. Each digit position in the field define parameters such as; *buffer limits, tone detect, time-outs/delays, splashback, alternate route numbers, etc.* This switch format field defines the instructions necessary for the payphone to properly access the IXC or OSP switch.

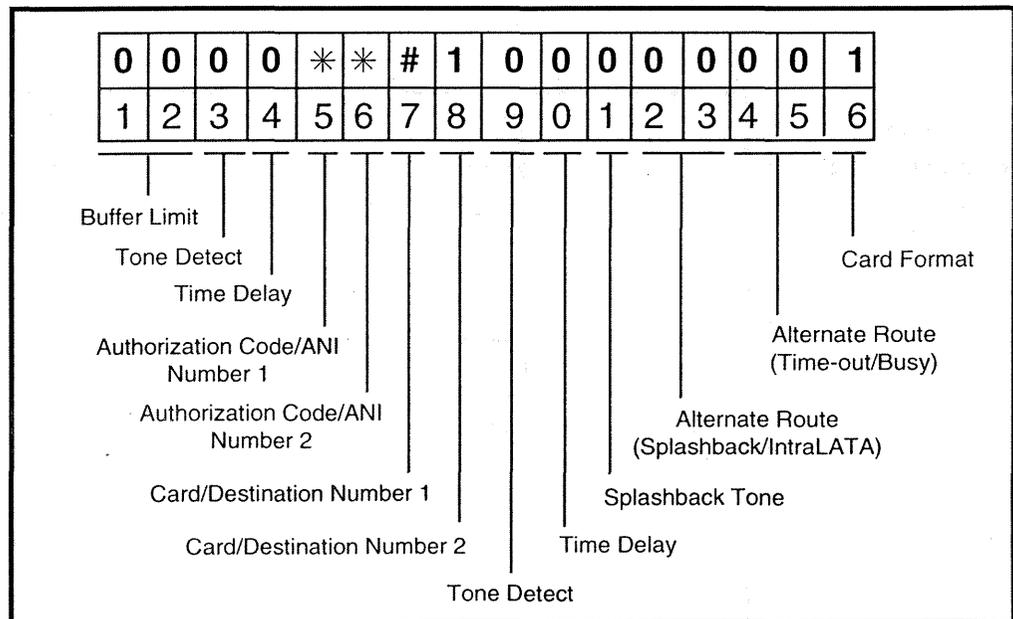
The following pages provide definitions of the sixteen digits that make up the switch format field. Each digit in the field must be defined. Editing this field is accomplished as follows:

- Use the [TAB] key or arrow keys to position the cursor to the field labeled *Switch Fmt*.
- Beginning from position one, enter the value for each of the digits in the sixteen digit field. Definitions of each digit can be found on the following pages.
- Proceed to the section titled *Field Separator & End of Data Marker*.



Switch Format Field

Shown below is the layout and digit positions of the switch format field:



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Edit Routes

Switch Format
(continued)

Positions 1 & 2 Buffer Limit

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

Legal Values: 01 to 99 (00 = No Limit)

These two positions define the maximum number of digits that may be sent out on to the phone line immediately after the access number is sent. These digits are sent in a continuous string after the access number but before a delay or tone is received from the carrier or OSP. After sending the specified number of digits, the payphone must either delay for a set period of time or wait for a confirmation tone from the carrier before sending more data. Consult your carrier or OSP for guidance on buffer restrictions.

Position 3 Tone

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

This digit defines the tone that the phone will wait for from Carrier or OSP signaling that the phone should continue sending data. The phone looks for this tone after the buffer limit (set in digits 1 & 2) has been reached.

Legal Values for Position 3 →

Digit Value	Carrier Tone	Digit Value	Carrier Tone
0	No tone	7	Ring Back Tone
1	360-400Hz	A	DTMF A
2	380-420Hz	B	DTMF B
3	420-460Hz	C	DTMF C
4	460-500Hz	D	DTMF D
5	Dial Tone	#	DTMF #
6	DTMF *		

Position 4 Delay/Timeout

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

If position 3 is set to a value other than "0", position 4 is used to determine the amount of time that the phone will wait for tone from the carrier. If the carrier fails to send the proper tone before this time-out period expires, the call is rerouted as specified in positions 14 & 15 of the switch format. If tone is received before the time-out period expires, the routing process continues as specified in the rest of the switch format.

Digit Value	Time in Seconds		Digit Value	Time in Seconds	
	Delay	Timeout		Delay	Timeout
0	0	0	8	6	6
1	0.30	0.30	9	10	10
2	0.50	0.50	A	20	20
3	0.80	0.80	B	20	30
4	1	1	C	20	40
5	1.5	1.5	D	20	50
6	2	2	#	20	60
7	3	3			

Legal Values for Position 4

If position 3 is set to "0" [No Tone], position 4 is used as a time delay causing the payphone to pause (for the amount of time defined in this switch position 4) after reaching the buffer limit before sending the remaining data. This is a one digit entry.

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Edit Routes

Switch Format
(continued)

**Position 5
Authorization
Code #1**

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	

The value entered in position 5 determines when authorization code/ANI number 1 is sent from the phone. See the table at right for the proper value to be entered in this position of the switch format. Note: authorization codes are programmed in the site record for the account.

The value entered in position 6 determines when authorization code/ANI number 2 is sent. Note: If position 6 is programmed with the same value as position 5, the authorization numbers are sent in numeric order, position 5 first, then position 6.

Digit	Auth Code/ANI will be sent?
* Send no number
1 After Access number
2 After Card/Dest. number 1
3 After Field separator
4 After Card/Dest. number 2
5 After End-of-data marker

**Position 6
Authorization
Code #2**

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	

The value entered in position 7 determines if the destination number or credit/calling card number is sent before the other during the routing process. The value entered in this position also determines the format that the destination number is sent. Use the table below to determine the value to be entered for this position in the switch format. All values other than "*" or "1" define how the destination number is sent.

The value entered in position 8 is determined as follows:

- If position 7 is set to send the destination number first (values 2 through #), position 8 must be set to "1" (send card number) or "*" (send no number).
- If position 7 is set to "1" (send card number first), position 8 must be programmed to send either the destination number (values 2 through #) or no number ("*"). Use the table below to determine the appropriate value for this digit.

Digit Value	Description
* Send no number
1 Send Credit Card data in format specified by position 16.
2 Send non 0+ numbers as 0+.
3 Send destination number as entered by user.
4 Add HAC to 7 or 1+7 or 0+7 digit numbers.
5 Absorb "0", send remaining digits.
6 Absorb "0", add HAC to 7 or 8 digit calls.
7 Begin destination number with "1". If 1st digit is "0", replace with "1".
8 Begin destination number with "1". If 1st digit is "0", replace with "1" Add HAC to 7 or 1+7 digit calls.
9 Absorb "1" or "0" on Inter/Intra State calls
0 Absorb "1" or "0" on Inter/Intra State calls. Add HAC to 7- or 8 digit calls.
A Absorb HAC. Otherwise, send exactly as user entered it.
B Absorb HAC. Otherwise, send "1" as first digit.
C Absorb HAC. Otherwise, send "0" as first digit.
D On calls within HAC, absorb HAC and the "1" or "0" as first digit. Send "1" as first digit on all other calls.
Send non 0+ destination numbers as 0+. Add HAC to 7, 1+7 or 0+7 digit calls.

**Position 7
Card/Destination
1**

**Position 8
Card/Destination
2**

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Edit Routes

Switch Format (continued)

Position 9 Carrier Tone After Card/Dest. Number 2

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

The value entered in position 9 determines the tone that the phone will look for from the carrier or OSP signaling that the card/destination number 2 (Switch Position 8) was received. Use the chart at right to determine the value to be entered in this position (9) of the switch format.

Digit Value	Carrier Tone	Digit Value	Carrier Tone
0	No tone	7	Ring Back Tone
1	360-400Hz	A	DTMF A
2	380-420Hz	B	DTMF B
3	420-460Hz	C	DTMF C
4	460-500Hz	D	DTMF D
5	Dial Tone	#	DTMF #
6	DTMF *		

Legal Values for Position 9 →

Position 10 Time Delay/Timeout After Card/Dest. Number 2

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

If position 9 is set to detect a tone, position 10 determine the amount of time that the phone will wait for the tone from the carrier. If the phone does not detect the tone before this timeout period expires, the call is rerouted as specified in positions 14 & 15 of the switch format. If the tone is received before the timeout period expires, the routing process proceeds as specified in the rest of the switch format.

Digit Value	Time in Seconds Delay	Time in Seconds Timeout	Digit Value	Time in Seconds Delay	Time in Seconds Timeout
0	0	0	8	6	6
1	0.30	0.30	9	10	10
2	0.50	0.50	A	20	20
3	0.80	0.80	B	20	30
4	1	1	C	20	40
5	1.5	1.5	D	20	50
6	2	2	#	20	60
7	3	3			

Legal Values for Position 10

If position 9 above is set for "0" [no tone], position 10 is used as a time delay causing the payphone to pause (for the amount of time defined in this switch position 10) after sending the card or destination number, before sending the remaining data.

Position 11 Splashback Tone Detect

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6

The value entered in position 11 determines the splashback tone that the phone should recognize from the OSP. The splashback tone is used to signal the phone to hang up and then redirect the call to the local operator. If the carrier does not use a splashback tone, program this position in the switch format with "0" [no tone].

Digit Value	Carrier Tone	Digit Value	Carrier Tone
0	No tone	7	Ring Back Tone
1	360-400Hz	A	DTMF A
2	380-420Hz	B	DTMF B
3	420-460Hz	C	DTMF C
4	460-500Hz	D	DTMF D
5	Dial Tone	#	DTMF #
6	DTMF *		

Legal Values for Position 11 →

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Edit Routes

Switch Format
(continued)

**Positions
12 & 13
Alternate Route
For Splashback
or IntraLATA**

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6		

Legal Route Values: 00 to 15 (00 = Redirects to the LEC)

Positions 12 & 13 of the switch format define the alternate route to be used for a call. An alternate route is used if either of the following two conditions occur:

1. Carrier sends a splashback tone to the phone. The splashback tone received must be in the frequency specified in switch format position 11.
2. If Lata screening is enabled in bands 110 or 111

The particular alternate route to be used for the call is specified here in switch format positions 12 & 13. Usually you will want the payphone to reroute the call to the local operator. In this case, set these positions in the switch format to "00". If the alternate route is to be other than the local operator, use specify which alternate route should be used to process the call. Legal route values are "00" through "15"

**Positions
14 & 15
Alternate Route
For
Timeout/Busy**

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6		

Legal Route Values: 00 to 15 (00 = Redirects to the LEC)

Positions 14 & 15 of the switch format determine the alternate route to be used for calls that are sent to an OSP/Carrier and the OSP/Carrier either does not answer or is busy.

Use these positions (14 & 15) in the switch format to specify which alternate route should be used to process the call. Legal route values are "00" through "15"

**Position 16
Card Data
Format**

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6		

Position 16 of the switch format is used for card calls. The value entered in this position determines the data from the magnetic stripe of the card that will be sent to the switch. Use the table below to determine the appropriate value for this position in the switch format.

Digit Value	Description
* Send no card number
1 Send account only. On 8555 AT&T and Bell calling cards, send 10-digit account and 4 digit pin number. All other cards, send data between the beginning sentinel and the field separator. (Essentially, this option sends the data/numbers which you see on the front of the card.)
2 Send all of card data including the beginning and ending sentinels.
3 Send account and expiration date. On 8555 AT&T and Bell calling cards, send 10 digit account and 4-digit PIN number. All others send data beginning after the beginning sentinel and ending after the expiration date.

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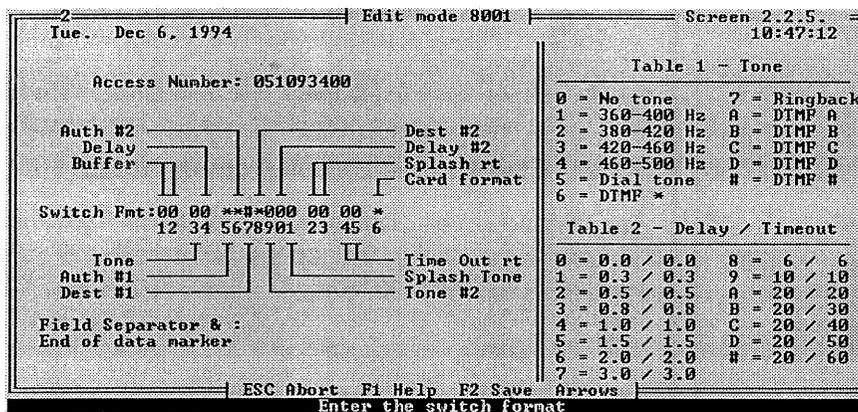
Edit Routes

Field Separator & End of Data Marker

Programming the Field Separator & End of Data Marker

This field is used to program two parameters, the first being the Field Separator and the second being the End of Data Marker.

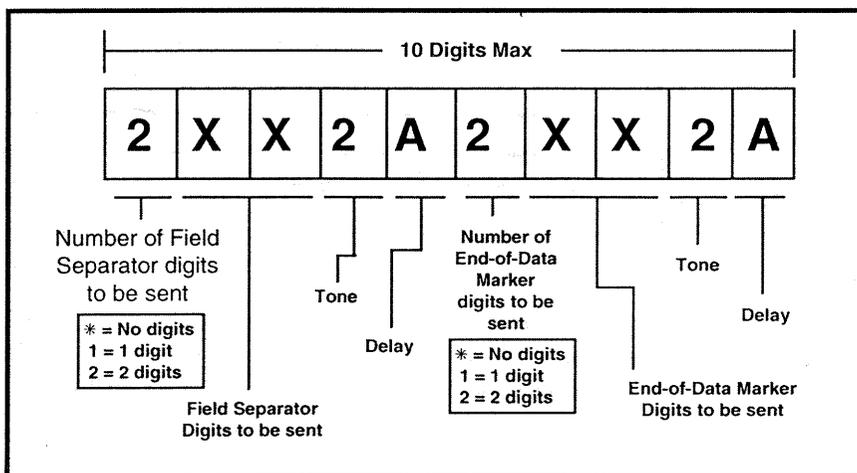
The field separator is used to separate the card number from the destination number that is sent during the routing process. The end-of-data marker is used to signal the AOS or switch that all data has been transmitted.



This field can be a maximum of ten digits. Normally, the first five digit positions are used for field separator parameters and the last five digit positions are used for end-of-data marker parameters. In many cases only some of the digits within the field need to be defined depending on the function to be performed by the phone. A table is provided on the next page showing some typical combinations of field separator and end-of-data marker values. Shown below is the general format for entries in this field.

Field Format

Field Separator & End of Data Marker



Use the information shown below to program this field.

- Use the [TAB] key or arrow keys to position the flashing cursor to the field labeled *Set Field Separator & End of Data Marker*.
- Enter the field separator and end-of-data marker values. (see next page for examples)
- Press the [F2] key to save entries and exit the screen.

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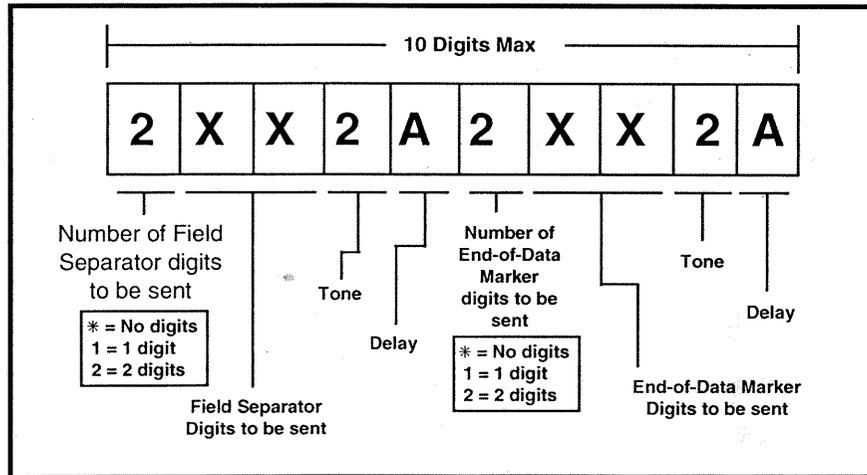
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Edit Routes

Field Separator & End of Data Marker

Field Separator & End of Data Marker Format



Examples of Field Separator & End of Data Marker Entries

Example Field Entry	Definition
No entry in this field	No field separator or end-of-data marker will be sent.
*2A	* = No field separator digits will be sent. 2 = Phone will expect to see "380-420Hz" tone. A = Phone will wait 20 seconds for the tone.
102A	1 = Phone will send one field separator digit. 0 = The field separator digit that the phone will send is "0." 2 = Phone will expect to see "380-420Hz" tone. A = Phone will wait 20 seconds for the tone.
2012A	2 = Phone will send two field separator digits. 0 = The first digit of the field separator to be sent is "0." 1 = The second digit of the field separator to be sent is "1." 2 = Phone will expect to see "380-420Hz" tone. A = Phone will wait 20 seconds for the tone.
112A1254	1 = Phone will send one field separator digit. 0 = The field separator digit to be sent is "1." 2 = Phone will expect to see "380-420Hz" tone. A = Phone will wait 20 seconds for the tone. 1 = Phone will send one digit as an end of data marker. 2 = The end of data marker digit to be sent is "2." 5 = Phone will expect to see dial tone. 4 = Phone will wait 1 second for the dial tone.

Note:

If no Field Separator digits are to be sent, set the first digit in the field to a star (*). The second digit should then be used to define the frequency of the ready tone to be received and the third digit should specify how long the phone should wait for the tone.

Ready Tone values: See chart at bottom of page.

Delay values: See chart at bottom of page.

Legal Tone Values

Digit Value	Carrier Tone	Digit Value	Carrier Tone
0	No tone	7	Ring Back Tone
1	360-400Hz	A	DTMF A
2	380-420Hz	B	DTMF B
3	420-460Hz	C	DTMF C
4	460-500Hz	D	DTMF D
5	Dial Tone	#	DTMF #
6	DTMF *		

Legal Delay Values

Digit Value	Time in Seconds Delay	Time in Seconds Timeout	Digit Value	Time in Seconds Delay	Time in Seconds Timeout
0	0	0	8	6	6
1	0.30	0.30	9	10	10
2	0.50	0.50	A	20	20
3	0.80	0.80	B	20	30
4	1	1	C	20	40
5	1.5	1.5	D	20	50
6	2	2	#	20	60
7	3	3			

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See Switch Format Position 3 for more information on the definition of this digit

See Switch Format Position 4 for more information on the definition of this digit

Restricted Phone Numbers

This area of the program may be used to specify up to 50 destination numbers that the phone should deny. The specified destination numbers will be blocked from all phone accounts that use the corresponding cost record.

Use the information below to define destination numbers that the phone should deny.

- a. Select the following key from the main menu screen: [2] *Call Costing Centers Menu*
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [6] *Edit Restricted Phone Numbers*.
 - A screen similar to the following is displayed.

2		EDIT RESTRICTED PHONE NUMBERS		2:2:6	
Mon. Nov 28, 1994				10:48:39	
# 1	#18	#35			
# 2	#19	#36			
# 3	#20	#37			
# 4	#21	#38			
# 5	#22	#39			
# 6	#23	#40			
# 7	#24	#41			
# 8	#25	#42			
# 9	#26	#43			
#10	#27	#44			
#11	#28	#45			
#12	#29	#46			
#13	#30	#47			
#14	#31	#48			
#15	#32	#49			
#16	#33	#50			
#17	#34				

ESC Abort F1 Help F2 Save Arrows
Enter restricted phone numbers

- d. Beginning from position #1, specify the destination numbers that should be denied by the phone. Reference Table A below for definitions of wild card characters.

Note: A "*" must precede any 7-digit or 10-digit number that you want to be denied.
- e. Press [F2] *Save* after all changes have been made.

Wild Card Character Definitions

- D - In any position within the specified digit sequence:**
Represents any digit 2 through 9. Phone will block all specified destination numbers that have the digit 2,3,4,5,6,7,8 or 9 in the position of the "D".
- # - In any position within the specified digit sequence:**
Represents any digit 0 through 9. Phone will block all specified destination numbers that have the digit 0,1 2,3,4,5,6,7,8 or 9 in the position of the "#".
- E - As the prefix digit of the specified 7,8,10, or 11-digit sequence:**
Phone will deny the specified 7,8,10, or 11 digit number. *Example:* If the specified number were E813-333-4444, the phone would block the following numbers from being dialed: 1-813-333-4444, 0-813-333-4444, and 813-333-4444.
- C - As the prefix digit of the specified 7,8,10, or 11-digit sequence:**
Phone will deny 7,8,10, or 11 digit numbers that fall within the range of the specified number. *Example:* If the specified number were C813-333-4444, the phone would block the following numbers from being dialed: 333-4444, 1-333-4444, 0-333-4444, 813-333-4444, 1-813-333-4444, and 0-813-333-4444.
- * - As the prefix digit of the specified 7 or 10-digit sequence:**
Causes the phone to deny the specified 7 or 10-digit number. The call will only be allowed if the user prefixes the dialed number with a 1 or a 0.

Denying Destination Numbers

NOTE

This function is only applicable for those phones running DD type firmware.

Edit Cost Record Description

Changing the Cost Record Description

This area of the program may be used to change the text description for the current cost record. In addition, the date indicating when the record was last modified may be edited from this screen.

Use the information below to use this feature.

- a. Select the following key from the main menu screen: [2] *Call Costing Centers Menu*.
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [7] *Edit Cost Record Description*.
 - A screen similar to the following is displayed.

```
2 EDIT COST RECORD DESCRIPTION FOR 325F1S.CDK 2.2.7
Mon. Nov 28, 1994 10:49:08

Desc: Converted from ExpressNet
Date: / /

ESC Abort F1 Help F2 Save Arrows
Enter description for this record
```

- d. In the field labeled *Desc*, enter a descriptive comment that can be associated with this cost record.
 - Any combination of up to 40 alpha/numeric characters may be used.
- e. In the field labeled *Date*, enter a date that reflects when this record was created or last modified.
- f. Press [F2] *Save* after all changes have been made.

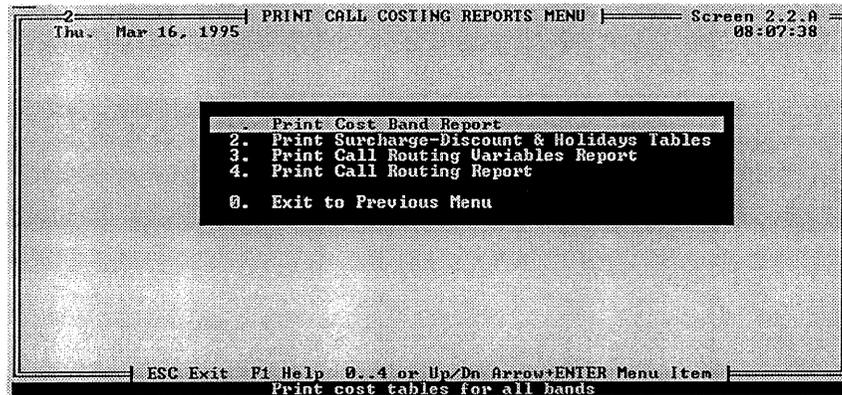
Print Call Costing Reports

Printing Call Costing Reports

This area of the program may be used to generate a hard copy of the parameter settings within the *Call Costing Centers* area of the program.

Use the information below to use this feature.

- a. Select the following key from the main menu screen: [2] *Call Costing Centers Menu*.
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [A] *Print Call Costing Reports Menu*
 - A screen similar to the following is displayed.



- d. To select a report to be printed either press the number key that corresponds to your menu choice or use the arrow keys to highlight the applicable report and then press [ENTER]. The report is directed to the local printer port.

Print Cost Band Report

This option generates a report showing all of the settings within the *Edit Cost Bands* section of the program. The report contains information such as: call type description and NPA associated with each cost band, initial/overtime cost and initial/overtime period settings per cost band, discount table assignments for each cost band, lata/route number assigned for each cost band, fraud detection setting and keypad enable/disable setting for each cost band, and settings for determining how card calls are handled.

Print Surcharge Discount & Holiday Tables

This option generates a report showing the settings within the *Edit Surcharge Discount & Holiday Tables* section of the program. The report contains information such as: surcharges for coin, card, and super collect calls, minimum charge allowed for a call, discount percentage and tax amount to be applied to call charges, and holiday dates that discounts are to be applied to.

Print Call Routing Variables Report

This option generates a report showing the settings within the *Edit Routing Variables* section of the program. The report contains information such as: speed dial numbers, IXC numbers, card group enable/disable settings, card identification numbers, and card processing parameters.

Print Call Routing Report

This option generates a report showing the settings within the *Edit Routes* section of the program. The report contains information such as: access numbers, switch format setting, and field separator/End of data marker settings.

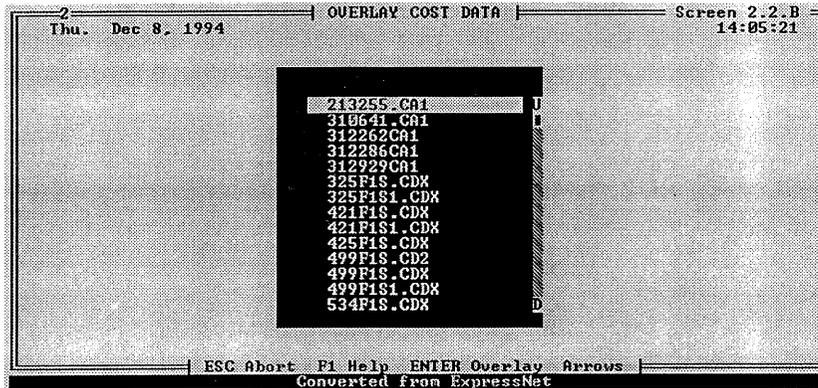
Overlay Cost Data

This option is used to copy call costing information (pricing information) from a different costing record into the record that is highlighted. This is useful in situations where the current record has previously been configured with the necessary option settings but the costing information needs to be changed to reflect settings that are specified in another cost record.

Upon selection of this option, a list of costing records is displayed. Choose the record that contains the costing data that you want to be copied to the record currently in use.

Use the information below to copy costing data from another record into the current record.

- a. Select the following key from the main menu screen: [2] *Call Costing Centers Menu*.
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [B] *Overlay Cost Data*.
 - A screen similar to the following is displayed.



- d. Use the arrow keys to highlight the cost record that you want to copy the settings from.
- e. Press [ENTER]
 - This completes the steps necessary to copy call costing data from one record to another.

NOTE: Only the following cost bands are affected: 00 through 79, 82, 87, 101, and 102. In addition, the following fields in the cost band are not affected when overlaying costing data: frd, kypd, RT, card enable, and SAC/CI/AD.

Copying Call Costing Data From one Record to Another

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Overlay Restricted Phone Numbers

This option is used to copy the listing of restricted phone numbers from one costing record to another. This is useful in situations where the listing of telephone numbers that the phone should deny, is already set up in another costing record and you want to copy the preconfigured list from that other record into this cost record.

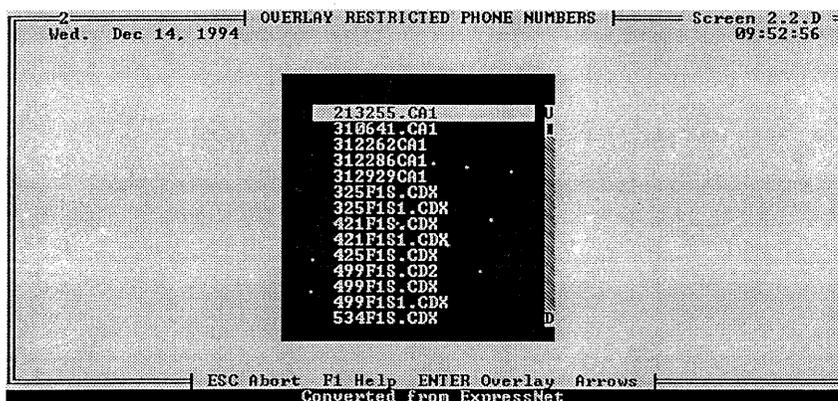
Note: This function is only applicable for those phones running DD type firmware.

Upon selection of this option, a list of costing records is displayed. Choose the record that contains the restricted number data that you want to be copied to the record currently in use.

Use the information below to use this function.

Copying Restricted Phone Number Listing From one Record to Another

- a. Select the following key from the main menu screen: [2] *Call Costing Centers Menu*.
- b. Use the arrow keys to highlight the applicable cost center and then press [ENTER].
- c. Press [D] *Overlay Restricted Phone Numbers*
 - A screen similar to the following is displayed.



- d. Use the arrow keys to highlight the cost record that you want to copy the settings from.
- e. Press [ENTER]
 - This completes the steps necessary to copy the restricted phone number listing from one record to another.

Chapter 5

Options & Registers

Options & Registers

This section of the program is where operating parameters for the payphones are set up. Option & Registers consist of parameters such as: polling options, security codes, central office options, etc. A complete listing of parameter descriptions can be found elsewhere in this chapter.

The screen shown below is the first screen to be displayed upon entering the Options & Registers area of the program. Using the Pg/Up and Pg/Dn keys or the arrow keys will scroll the display through all possible options. Information on creating and editing Options & Registers records can be found on the following page.

```
2 | EDIT OPTIONS & REGS: 325F1S.CDX      TYPE: CD/DD      Screen 2.3
  | Fri. Feb 3, 1995                      08:13:56
  |-----|-----|-----|-----|
  | Desc: Converted from ExpressNet
  |-----|-----|-----|-----|
  |           Access Numbers
  | Reporting Number:
  | Miscellaneous Number:
  | Validation Access Number:
  |           PBX Access Number:
  |-----|-----|-----|-----|
  |           Polling Options
  | Window Starting Hour: 1           Rings Inside Window: 1
  | Window Length: 6                 Rings Default: 4
  |-----|-----|-----|-----|
  |           Reporting Options
  | Cash Box Volume: 80           # of Days Before Full: 0
  | Day of Month Report: 0       Day of Week Report: 0
  | Number of Days Report: 0     Time of Day Report: 0
  | Peg Count/Inactivity: 98
  |-----|-----|-----|-----|
  |           Security Codes
  |-----|-----|-----|-----|
  | ESC Abort F1 Help F2 Save F6 Print SPACE toggle Arrows
  | Enter a Description for these Options & Registers
```

Listed below are definitions of the applicable function key options for this area of the program.

Esc

Pressing [ESC] ignores editing to the current screen and exits the user to the previous screen.

Help

Pressing [F1] displays context sensitive help relating to the highlighted field on the screen.

Save

Pressing [F2] saves any changes that were made to the option settings and then exits the user to the previous screen.

Print

Pressing [F6] prints, to the local printer port, all parameter settings within the current Options & Registers record.

Toggle

Pressing [SPACE] toggles through the available choices for the highlighted field.

Arrows

The arrow keys are used to move the highlight bar to the selected option.

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Options & Registers

Adding/Cloning/Deleting Options & Registers Records

Listed below are instructions for creating, cloning, and deleting options & registers records. Descriptions of each of the fields in an options & registers record can be found elsewhere in this chapter.

```
2 EDIT OPTIONS & REGS: 325F1S.CDX TYPE: CD/DD Screen 2.3
Fri. Feb 3, 1995 08:13:56
Desc: Converted from ExpressNet
-----
Access Numbers -----
Reporting Number:
Miscellaneous Number:
Validation Access Number:
PBX Access Number:
-----
Polling Options -----
Window Starting Hour: 1 Rings Inside Window: 1
Window Length: 6 Rings Default: 4
-----
Reporting Options -----
Cash Box Volume: 80 # of Days Before Full: 0
Day of Month Report: 0 Day of Week Report: 0
Number of Days Report: 0 Time of Day Report: 0
Peg Count/Inactivity: 98
-----
Security Codes -----
ESC Abort F1 Help F2 Save F6 Print SPACE toggle Arrows
Enter a Description for these Options & Registers
```

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

Adding Records

Adding an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*
- Press [F3] *Add*
- In the field labeled *Name*: enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [ENTER] to advance to the field labeled *Type*.
- Press [SPACE]
- Use the arrow keys to highlight the firmware type (**CD/DD** or **CA/DA** or **BC**) associated with the phones that will use this options & registers record and then press [ENTER].
- Press [F2] *Save*.
- Edit, as necessary, the settings for the options. Descriptions of all options may be found elsewhere in this chapter.

Cloning Records

Cloning an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*.
- Use the arrow keys to highlight the options & registers record to be cloned (duplicated).
- Press [F4] *Clone*.
- In the field labeled *Name* enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [ENTER] to advance to the field labeled *Type*.
- Press [SPACE]
- Use the arrow keys to highlight the firmware type (**CD/DD** or **CA/DA** or **BC**) associated with the phones that will use this options & registers record and then press [ENTER].
- Press [F2] *Save*.
- Edit, as necessary, the settings for the options. Descriptions of all options may be found elsewhere in this chapter.

Deleting Records

Deleting an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*
- Use the Up/Dn arrow keys to highlight the record to be deleted or type the name of the options/registers record.
- Press [F5] *Delete*.
- Press Y at the following prompt: *Do you really wish to delete this record?*
- Press Y at the following prompt: *Verify this record is not assigned to a site.*

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Options & Registers

Options & Registers Field Definitions

Listed below are definitions of each of the fields in an options & registers file. Descriptions of each field are in the order in which they appear on the screen.

Use the information below to select an options & registers record for editing.

- a. From the main menu screen, press [3] *Options & Registers Menu*
- b. Use the arrow keys to highlight the record to be edited and then press [ENTER].
 - A screen similar to the following is displayed.

```
2----- EDIT OPTIONS & REGS: 325F1S.CDX      TYPE: CD/DD      Screen 2.3
Fri. Feb 3, 1995                                08:13:56

Desc: Converted from ExpressNet
-----
Access Numbers
Reporting Number:
Miscellaneous Number:
Validation Access Number:
PBX Access Number:
-----
Polling Options
Window Starting Hour: 1      Rings Inside Window: 1
Window Length: 6           Rings Default: 4
-----
Reporting Options
Cash Box Volume: 80      # of Days Before Full: 0
Day of Month Report: 0  Day of Week Report: 0
Number of Days Report: 0 Time of Day Report: 0
Peg Count/Inactivity: 98
-----
Security Codes
-----
ESC Abort F1 Help F2 Save F6 Print SPACE toggle Arrows
Enter a Description for these Options & Registers
```

- c. Define each of the options as applicable for your needs. Definitions of each option are provided on the following pages.

Description

Description

Enter a descriptive comment that can be associated with this options/registers record.

Any combination of up to 60 alpha/numeric characters may be used.

Reporting Number

Reporting Number

Enter the telephone number that the payphone should dial to reach the computer during the reporting process.

This phone number must be entered exactly as it should be dialed by the phone.

Examples: 7-digit number = (NXX-XXXX)
10-digit number = (HAC-NXX-XXXX)
11-digit number = (1-HAC-NXX-XXXX)

Note: If the payphone is located behind a PBX or if the telephone number to reach the computer is fewer than seven digits, use the procedure below to specify the reporting number.

- a. Enter **999-999-9999** in the field labeled *Reporting Number*.
 - This will cause the phone to look at route 15 of the cost center to determine access instructions to the computer.
- b. Select the option labeled *Call Costing Centers Menu* from the main menu screen.
- c. Use the arrow keys to highlight the cost center to be edited and press [ENTER].
- d. Select the option labeled *Edit Routes*.
- e. Highlight the field labeled **8015** and press [ENTER] or [SPACE].
- f. Define Mode 8 [8015] parameters for proper routing of the call to the computer.
- g. If necessary, edit the authorization codes in the corresponding site record.

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Options & Registers

Options & Registers Field Definitions (continued)

Miscellaneous Number

Miscellaneous Number

Use this field to enter a phone number that a payphone user will be able to dial free of charge.

- Enter the phone number exactly as it must be dialed from the phone to complete the call.
- The number specified in this field uses cost band 106 to process the call. (Mode 6 band 106 = "Free" Number).
- To program a free number, set the initial rate field and subsequent rate field in cost band 106 to 0.00, and set the subsequent time field to 1.

Validation Access Number

Validation Access Number

Enter the telephone number of the dial-up validation service to be used for validating card calls. (This is the telephone number to Card*Tel® or NDC®/Global Tel*Link®.)

PBX Access Number

PBX Access Number

Use this field to enter the PBX code (Private Exchange Code), if any, that the payphone will have to dial to access an outside line.

This option is useful for eliminating the need for the phone user to have to dial a PBX code before dialing the destination number. If the PBX access code is "9", you should enter "9" in this field. One or two digits may be entered.

Window Starting Hour

Window Starting Hour

Indicate the hour of day that the payphone should begin to expect to be polled by the computer. The window starting hour should be set to a time when the payphone is least likely to be used for incoming calls that are intended for a payphone user.

The payphone will only respond to the computer if the phone rings the number of times specified in the "Rings Inside Window" field.

Legal values for this field are (0 to 24).

- The time must be entered in the 24hr format. (i.e. 13 = 1:00 PM)

Window Length

Window Length

Specify the number of hours that the polling window should remain active. The window length should be set to a time when the phone is least likely to be used for incoming calls that are intended for a payphone user.

As an example, if the "Window Starting Hour" is set to "2" (2 AM) and the "Window Length" option is set to "6" (6Hrs), the phone will answer incoming calls from the computer between the hours of 2AM and 8AM when the phone rings the number of times set in the "Rings Inside Window" field.

- Legal values for this field are (0 to 24).

Rings Inside Window

Rings Inside Window

Indicate the number of times that the phone must ring before the phone will automatically answer an incoming call if the call comes in during a time that the polling window is active. The polling window is set in the "Window Starting Hour" and "Window Length" fields. The number of rings inside the polling window is typically set to a low value since the payphone is expecting the computer to be calling during this time.

- Legal values for this field are (0-15).
- If the value entered is Zero, the phone will not answer incoming calls during the polling window.
- The recommended setting for this field is "1."

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Options & Registers

Options & Registers Field Definitions (continued)

Rings Default

Rings Default

Indicate the number of times that the phone must ring before it will answer an incoming call if the call comes in during a time that is outside of the polling window.

The number of default rings is typically set to a value that will allow a payphone user to receive incoming calls, yet still enable the phone to respond to the computer if necessary.

- NOTES:
- Legal values for this field are (0-15).
 - If the value entered is zero, the phone will not answer incoming calls outside of the polling window.
 - The recommended setting for this field is "5."

Cash Box Volume

Cash Box Volume

Indicate the cash box volume percentage, that when reached, will cause the payphone to report a "Cash Box Volume Reached" flag (\$V) to the computer.

The cash box installed in the phone may be one of two sizes (Standard or Small). Use the information below to determine the value to be entered in this field.

■ **Standard Cash Box: (Legal values are 0-100)**

If the phone has a standard size cash box installed, the number entered in this field should be the actual percentage (%) full that the phone should report in at.

Example: If 80 is entered in this field, the phone will report a (\$V) flag to the computer when the cash box volume full reaches 80%.

■ **Small Cash Box:**

If the phone has a small cash box installed, You will need to divide the percentage full that the phone should report in at by "1.3" to get the value to be entered in this field.

Example: If the phone should report in to the computer when the cash box becomes 80% full, divide 80 by 1.3 to get the value to be entered in this field (i.e. $80 \div 1.3 = 61$).

Day Of Month Report

Day Of Month Report

Indicate the day of the month that the phone should automatically report in to the remote computer with a "Time Report" flag (TR).

During the reporting process the phone will perform the actions specified in the *incoming polling actions list* for this phone's group. If necessary, the polling actions list may be accessed by selecting the following functions beginning from the main menu screen:

[5] *Modems Menu*

[2] *Auto Polling*

[1] *Edit Polling Lists*

- NOTES:
- If zero (0) is entered in this field, the phone will not report in to the computer on a monthly basis.
 - If the value entered is greater than the number of days in the month, the phone will not report in to the computer for that month.

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Options & Registers

Options & Registers Field Definitions (continued)

Number Of Days Report

Number Of Days Report

Use this field to set the phone to report in to the computer every "X" number of days.

During the reporting process the phone performs the actions specified in the *incoming polling actions list* for this phone's group. If necessary, the polling actions list may be accessed by selecting the following functions beginning from the main menu screen: [5] *Modems Menu*

[2] *Auto Polling*

[1] *Edit Polling Lists*

- NOTES:
- Legal values for this field are (0-7) where the value entered indicates the number of days that the phone will wait before reporting in to the computer. (Example: If the value entered in this field is "5," the phone will report in to the computer every "5" days.)
 - If zero (0) is entered in this field, the phone will not report in to the computer every X number of days.

Peg Count/ Inactivity

Peg Count/Inactivity

This option actually consists of two features. The first being the peg count feature and the second being the inactivity count feature. The value entered in this field determines when the phone will call in to the remote computer to report the value of these counters. Use the chart at the bottom of this page to determine the value to be entered in this field.

Peg Counter

The peg counter records the number of completed calls that have been made from the payphone. The phone will report a peg count flag (PC) to the computer when the number of completed calls made from the phone reaches the number specified in this field. The computer will then reset the peg counter in the phone and the phone will restart counting the number of completed calls again until the peg counter reaches the number specified in the peg count/inactivity field.

Inactivity Counter

The inactivity counter records the number of times that the handset consecutively comes off hook and then goes on hook again before has call a been completed. When the number of incomplete calls reaches the number specified in this field, the phone will report an inactivity flag (DI) to the computer. The computer will then reset the inactivity counter in the phone and the phone will restart counting the number of incomplete calls again until the peg counter reaches the number specified in the peg count/inactivity field.

VALUE	INACTIVITY Reporting	COMPLETED CALLS Reporting
0	DISABLED	DISABLED
1 - 15	ENABLED Call in when value is reached (1 - 15)	DISABLED
EVEN #'s 16 - 254	ENABLED Call in @ 10 Hits	ENABLED Call in when value is reached (16 - 254)
ODD #'s 17 - 255	DISABLED	ENABLED Call in when value is reached (17 - 255)

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Options & Registers

Options & Registers Field Definitions (continued)

Number Of Days Before Full

Number Of Days Before Full *(Applicable only for CD/DD type firmware)*

Specify how many days prior to the coin box becoming X percent full that the phone should notify the computer.

- NOTES:
- Legal values for this field are (0-255) where the value entered indicates the number of days prior to the phone becoming the percentage full specified in the option labeled *Cash Box Volume*.
 - If zero (0) is entered in this field, this feature is disabled.

Day Of Week Report

Day Of Week Report

Specify the day of the week that the phone should report in to the computer. The phone will report in to the computer every week on the day specified in this field.

- NOTES:
- Legal values for this field are (0-7) where the specified value indicates the day of the week that the phone will report in to the computer. Use the chart at right to determine the value to be entered in this field.

Day of Week Reporting Options

0	=	Weekly Reporting disabled
1	=	Sunday
2	=	Monday
3	=	Tuesday
4	=	Wednesday
5	=	Thursday
6	=	Friday
7	=	Saturday

Time Of Day Report

Time Of Day Report

Specify the time of day that the phone should report in to the computer. The time specified in this field applies when the phone reports on a monthly, weekly or daily basis.

- NOTES:
- Legal values for this field are (0-23) where the time specified must be in the 24hr format (i.e.; 13 = 1:00 PM)
 - The phone automatically determines the exact minute to report in to the computer by adding the last two digits of the payphone's telephone number to the hour specified in this field.

Security Access Code

Security Access Code

Use this field to specify the Security Access Code.

When the computer initiates a call to the computer the security access code entered in this field is compared with the security access code stored in the phone. If the two codes match, communication between the phone and the computer is allowed to continue. If the codes do not match, communication is terminated.

- NOTES:
- The security access code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time the phone and the computer communicate, the phone compares the security access code stored in the phone with the security code stored in the computer. If the two codes match, communication is allowed to continue.
 - If the security access code stored in the phone is "0000" the computer will not verify if the two codes match before allowing communication to continue.
 - To change the security access code, you must first change the code in this field to reflect the new code. The next time that communication takes place between the phone and the computer, the computer will send the old security code to the phone so that communication will continue and then the computer will reprogram the phone with the new security access code.

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Options & Registers

Options & Registers Field Definitions (continued)

Coin Collection Security Code

Coin Collection Security Code

Use this field to specify the coin collections security code.

The coin collections security code is checked when a payphone service person uses the “*#1” reporting command (cash box emptied). The *#1 reporting command causes the phone to call in to the computer and report how much money was collected from the coin box. The phone then resets the “Amount In Box” totalizer to zero, the coin totalizer to zero and the cash box volume totalizer to zero.

- NOTES:
- The coin collections security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer.
 - To initiate the “*#1” reporting command from the keypad of the phone, the payphone service person must dial “*#1XXXX,” where XXXX is the coin collection security code.
 - If the coin collection security code entered at the keypad does not match the code programmed into the phone, the phone will not report to the computer nor reset any totalizers.
 - If the coin collections security code stored in the phone is “0000,” the computer denies the “*#1” function.
 - To change the coin collections security code in the phone, you must first change the code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer, the computer will reprogram the phone with the new security code.
 - This option will only work if there is a remote reporting number specified in the field labeled *Reporting Number*.

Coin Box Amount Security Code

Coin Box Amount Security Code

Use this field to specify the coin box amount security code.

The coin box amount security code is verified when a payphone service person uses the “*#4” or “*#5” reporting commands. The “*#4” command causes the phone to sound a voice message stating the amount currently in the coin box. The “*#5” command causes the phone to reset the voice prompt coin totalizer to zero.

- NOTES:
- The coin box amount security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer.

To initiate the “*#4” or “*#5” reporting commands from the keypad of the phone, the payphone service person must dial “*#4XXXX” or “*#5XXXX,” where XXXX is the coin box amount security code.

If the coin box amount security code entered at the keypad does not match the coin box amount security code programmed into the phone, the phone will not report totals to the handset or reset any totalizers.

- If the coin box amount security code stored in the phone is “0000” the computer denies the “*#4” and “*#5” functions.
- To change the coin box amount security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer the computer will reprogram the phone with the new security code that is specified in this field.

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Options & Registers

Options & Registers Field Definitions (continued)

CDR Security Code

CDR Security Code

Use this field to specify the Store & Forward security code.

The Store & Forward security code is verified any time Store & Forward CDR records are to be transferred from the phone to the computer. The CDR records are only transferred to the computer if the security code entered in this field matches the Store & Forward security code programmed in the phone.

- NOTES:
- The security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time Store & Forward CDR records are to be transferred to the computer, the phone first compares the security code entered in this field with the Store & Forward security code programmed in the phone. If the two codes match, Store & Forward CDR is transferred to the computer.
 - If the Store & Forward security code in the phone is "0000", the computer will not verify the two codes before transferring Store & Forward CDR to the computer.
 - To change the Store & Forward security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer, the computer will reprogram the phone with the new security code.

Credit Express Security Code

Credit Express Security Code

Use this field to specify the program access security code for Credit Express phones.

This security code is for Credit Express phones only and allows access to the program mode of the phone without the service person having to press the program button.

- NOTES:
- The security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time a service person attempts to access the program mode of the phone (without pressing the program button), the phone compares the program access security code stored in the phone with the program access security code entered at the keypad.

To access the program mode of the Credit Express phone, the payphone service person must dial "100001XXXX" where XXXX is the program access security code. If the two codes do not match, access to the program mode of the phone is denied.
 - If the security code is programmed into the phone, you will not be able to enter the program mode using the program button.
 - If the program access security code stored in the phone is "0000" the phone denies access to the program mode through the keypad.
 - To change the program access security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time that takes place between the phone and the computer, the computer sends the old security code to the phone so that communication will continue and then the computer will reprogram the phone with the new security code.

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Options & Registers

Options & Registers Field Definitions (continued)

Delay For Central Office Dial Tone

Delay For Central Office Dial Tone (Option 111)

This option sets a time delay that insures dialed digits are not sent out on to the phone line before dial tone is available from the central office. The delay time is measured from when the phone comes off hook. A 1.5 second delay or a 3 second delay may be selected.

- Press [SPACE] to toggle the selection between "1.5" or "3"

1.5 = 1.5 second Dial Tone Delay (default)

3 = 3 second Dial Tone Delay

Central Office Dial Tone Time Out

Central Office Dial Tone Time Out (Option 112)

This option determines how often the phone must drop and then re seize the line to ensure that the central office limit for providing dial tone is not detected by the user.

This setting of this option also determines the speed at which digits are "dribbled" to the line if the user dials slowly or if only a partial number is dialed when the central office dial tone time out occurs.

The payphone is designed so that the user is allowed up to two minutes to dial the destination number before dial tone is dropped. However, some central offices drop dial tone after 8-9 seconds and other central offices drop dial tone after 14-15 seconds if no activity is detected.

Use the information below to determine the appropriate setting for this option.

- Press [SPACE] to toggle the selection between an 8 or 14 second time out value.

8 = 8 second central office dial tone time out (default)

14 = 14 second C.O. dial tone time out

DTMF or Pulse Dialing to CO

Select DTMF or Pulse Dialing to CO (Option 113)

Specify if the phone should operate in DTMF or Dial Pulse mode. The phone must be set up to operate in the same mode as the central office. If the central office can not detect DTMF, the phone must be set to Dial Pulse mode.

- Press [SPACE] to toggle the selection between "DTMF" or "Pulse"

DTMF = DTMF dialing (default)

Pulse = Dial Pulse dialing

Inter-digit Delay With Dial Pulse

Inter-digit Delay With Dial Pulse (Option 153)

If the phone is set to operate in dial pulse mode, use this option to set the delay time between digits.

Setting this option to 800ms reduces the possibility of old central office equipment misinterpreting dialed digits.

- Press [SPACE] to toggle the selection between "800" or "500"

800 = 800ms Inter-digit delay time (default)

500 = 500ms Inter-digit delay time

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Options & Registers

Options & Registers Field Definitions (continued)

Allow “#” Key Receiver Volume Adjustment

Allow “#” Key Receiver Volume Adjustment (Option 117)

This option allows or denies the payphone user to adjust the volume level of the handset receiver. The receiver volume is adjusted by pressing the “#” key on the payphone keypad.

This option is only applicable to volume adjustment when using the “#” key. External volume control buttons are not affected by this option setting.

- Use the space bar to toggle the selection between “YES” and “NO.”

Yes = Volume Adjustment allowed (default)

No = Volume Adjustment denied

Enable Coin Tones

Enable Coin Tones (Option 114)

Specify if the phone should provide coin tones to the central office when coins are deposited. This option should be set to “YES” if the phone is operating on a coin line.

- Press [SPACE] to toggle the selection between “Yes” or “No”

Yes = Phone provides coin tones

No = Phone does not provide coin tones (default)

Use Coin Tone Level Twist

Use Coin Tone Level Twist (Option 171) *Only applicable for CD/DD firmware.*

Specify if coin tone levels/coin twist frequencies should be sent at the normal levels or if the levels should be determined by the setting of options 172 or 174.

Yes = Coin tone level/coin twist frequency is determined by the setting of Options 172 or Option 174.

No = Phone uses default coin tone/twist levels.

Use High Coin Tone Level Amplitude

Use High Coin Tone Level Amplitude (Option 172) *Only applicable for CD/DD firmware.*

If Option 171 is set to “YES” this option is used to specify if coin tones are to be sent at a LOW or HIGH amplitude.

Yes = Coin tones are sent at HIGH amplitude.

No = Coin tones are sent at LOW amplitude.

Use Reverse Twist

Use Reverse Twist (Option 174) *Only applicable for CD/DD firmware.*

If Option 171 is set to “YES” this option is used to specify the coin twist frequency.

Yes = Coin twist is LOW frequency + 3dB.

No = Coin twist is HIGH frequency + 3dB.

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Options & Registers

Options & Registers Field Definitions (continued)

Select Answer Recognition

Select Answer Recognition (Option 167) *Only applicable for CD/DD type firmware.*

Specify the type of answer recognition to be used by the payphone. Two types of answer recognition are available depending on the configuration of the payphone "smart board."

To determine the type of answer recognition that should be used, it is recommended that test calls be made on the phone using both types of answer recognition.

Type 1 Answer Recognition

Type 1 answer recognition is performed by the payphone firmware. There are no additional hardware requirements needed for type 1 answer recognition.

Type 2 answer recognition

Type 2 answer recognition requires additional hardware. An external circuit board must be installed on the expansion port at the rear of the "smart board."

- Press [SPACE] to toggle the selection between "Type2" or "Type1"

Type1 = Type 1 (firmware) answer recognition will be used (DEFAULT)

Type2 = Type 2 (hardware) answer recognition will be used

Allow 976 Numbers

Allow 976 Numbers (Option 145)

Specify if the phone should allow or deny 976-XXXX numbers that are dialed by the payphone user.

NOTE: If 976-XXXX numbers are to be allowed, this option must be set to "YES" and the "976" exchange must be assigned to a cost band. (Reference Chapter 4 *Edit NPA/NXX's and Country Codes.*)

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone allows 976-XXXX numbers

No = Phone denies 976-XXXX numbers

Enable Wink Detect

Enable Wink Detect (Option 124)

Specify if the phone should recognize a wink signal if received from the central office. The wink is used to signal the phone that the called party has gone on hook and dial tone is about to be returned to the line (secondary dial tone).

If the phone detects a wink signal, the digits "111" are sent out on to the line to prevent someone from trying to fraud the payphone by dialing a number on the regenerated dial tone.

NOTE: The phone will only detect a wink if the central office provides a wink service.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Wink Detect Enabled

No = Wink Detect Disabled (default)

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Options & Registers

Options & Registers Field Definitions (continued)

Pulse or DTMF "111" For Anti Fraud

Pulse or DTMF "111" For Anti Fraud (Option 115)

This option works in conjunction with the "Wink Detect" option (Option 124). If "Wink Detect" is enabled and the phone detects a wink from the CO, the phone will send three "1" digits out on to the phone line to interrupt the user's dialing. Use this option to specify if the three "1" digits should be sent in DTMF or Pulse.

It is recommended that this option be set to "Pulse." This allows the central office to detect the "111" digits but if the wink detected by the phone was a false wink, the "1" digits will not interfere with voice mail or pagers... etc.

- Press [SPACE] to toggle the selection between "Pulse" or "DTMF"

Pulse = "111" dialed in Dial Pulse (default)

DTMF = "111" dialed in DTMF

Note: If this option is set to "pulse", the field labeled "keypad" in the cost band used to process the call must be set to a value between 2 and 8.

Allow 0+ Separation by LATA

Allow 0+ Separation by LATA (Option 151)

Specify if 0+ Intrastate and 0+InterState calls should be processed using separate routes.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Separate routes will be used to process 0+ Intrastate and 0+InterState calls.

No = The same route will be used to process 0+ Intrastate and 0+InterState calls.

Non-Coin Line or Coin Line Operation

Non-Coin Line or Coin Line Operation (Option 127) *Only applicable for CD/DD firmware.*

Specify if the phone is operating on a coin line or a non-coin line.

If this option is set to non-coin line mode, the payphone provides coin functions such as prompting for coin deposits and escrow relay control.

If this option is set to coin line mode, coin functions are provided from a source other than the payphone, example: operator or ACTS computer.

- Press [SPACE] to toggle the selection between "Non" or "Coin"

Non = Phone will provide coin functions such as prompting the user for coin deposits and controlling the escrow relay. (default)

Coin = Coin functions are provided from a source other than the payphone (operator or ACTS computer)

Open Loop/ Continuous Gnd. Coin Check

Open Loop/Continuous Gnd. Coin Check (Option 137) *Only applicable for CD/DD firmware.*

Specify the coin checking method to be used when the phone is operating on a coin line. Available choices are "open loop" and "continuous ground."

The coin checking method is dependent on the type of coin checking equipment being used by the central office; therefore, check with the central office to determine the appropriate setting for this option.

- Press [SPACE] to toggle the selection between "Loop" or "Gnd."

Loop = Phone will use Open Loop coin check. (default)

Gnd. = Phone will use Continuous Ground coin check.

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Options & Registers

Options & Registers Field Definitions (continued)

-130 or +130 Volt Refund Signal

-130 or +130 Volt Refund Signal (Option 148) *Only applicable for CD/DD type firmware.*
Specify the voltage level for refunding or collecting deposited coins.

The standard central office works such that -130V is provided if there is no answer or if a toll free number was dialed, and +130V is provided if the call is answered or completed.

There are certain situations where the central office works such that the opposite is true (+130V refund / -130V collect). This option should be set to match the refund voltage provided to the phone by the central office.

- Press [SPACE] to toggle the selection between "-130" or "+130"

-130 = -130V Refund / +130V Collect (default)

+130 = +130V Refund / -130V Collect

Park Tip on Ground

Park Tip on Ground (Option 181) *Only applicable for CD/DD firmware.*

Specify if *tip* should automatically be connected to ground if a stuck coin condition occurs in the phone. This is useful for notifying the CO that the phone should be taken out of service.

- Press [SPACE] to toggle the selection between "Y" or "N".

Y = Tip will automatically be connected to ground if a stuck coin condition occurs in the phone (default)

N = If a stuck coin condition occurs in the phone, *tip* will not automatically be connected to ground.

Enable Bong Tone on 0+ Calls

Enable Bong Tone on 0+ Calls (Option 118)

Specify if the phone should generate a bong tone on zero plus (0+) calls. If a source other than the phone will be generating a bong tone, this option should be disabled to prevent a double bong.

NOTE: If this option is set to "YES" (Enable Bong Tone on 0+ Calls), The Edit Routing Variables area of the program (Screen 2.2.1) must be programmed for proper processing of card calls.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will generate a bong tone on all 0+ calls (default).

No = Phone will not generate a bong tone on 0+ calls.

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Options & Registers

Options & Registers Field Definitions (continued)

Use Bong or Voice Prompt on 0+ Calls

Use Bong or Voice Prompt on 0+ Calls (Option 161)

This option is only applicable if the option "Enable Bong Tone on 0+ calls" (Option 118) is set to [YES]. Specify if the phone should generate a bong tone or a voice prompt (on 0+ calls) instructing the user to enter the card number.

A bong tone is the standard prompt but a voice message may be selected.

If [VOICE] is selected for this option, the message generated by the phone is as follows: "Please insert card."

- Press [SPACE] to toggle the selection between "Bong" or "Voice"

Bong = A bong tone is generated by the phone instructing the user to enter the card number. (default)

Voice = The voice message "Please insert card" is sounded to instruct the user to enter the card number.

Allow US Coins

Allow US Coins (Option 135)

Specify if the phone should accept or deny U.S. coins. This option is only applicable to those phones that have an electronic coin scanner installed.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will accept U.S. Nickels, Dimes, Quarters and New Canadian Nickels (default).

No = Phone will deny U.S. Nickels, Dimes, Quarters and New Canadian Nickels

Allow Canadian Coins

Allow Canadian Coins (Option 136)

Specify if the phone should accept or deny Canadian coins. This option is only applicable to those phones that have an electronic coin scanner installed.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will accept Canadian Nickels, Dimes, Quarters and U.S. Nickels (default)

No = Phone will deny Canadian Nickels, Dimes, Quarters and U.S. Nickels

Rate Intra/ InterState NPA- 555 Same

Rate Intra/InterState NPA-555 Same (Option 116)

Specify if IntraState NPA-555-XXXX calls should use the same cost band as InterState NPA-555-XXXX calls (band 102), or if they should use the same cost band as 555-XXXX calls (band 101).

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Send InterState and IntraState (1)-NPA-555-XXXX calls to cost band (102)

No = Send IntraState (1)-NPA-555-XXXX and 555-XXXX calls to cost band (101)

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Options & Registers

Options & Registers Field Definitions (continued)

Enable Voice Error Messages

Enable Voice Error Messages (Option 146)

Specify if the phone should sound a voice message or a beeping sound in the payphone handset if an error condition occurs with the phone.

If this option is set to [Y], a number is sounded in the handset to indicate the particular error condition. Reference the user manual for voice error code definitions.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = A Voice error code is sounded to indicate an error condition.

No = A beep is sounded to indicate an error condition (default).

Allow Card Only Mode of Operation

Allow Card Only Mode of Operation (Option 164)

Specify if the phone should only allow card calls. If this option is set to [YES], the phone will not prompt the user for coin deposits (even if the call is 1+) and any deposited coins will be returned to the user.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will allow card calls but deny coin calls.

No = Phone will allow both card calls and coin calls.

Disable Piezo Ringer

Disable Piezo Ringer (7000 Series Only) (Option 175)

Specify if the piezo electric ringer in the phone should be disabled.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = The piezo electric ringer will not ring when an incoming call is received.

No = The piezo electric ringer will ring when an incoming call is received.

Monitor Loop Reversal Until Normal

(Coin line only)

Monitor Loop Reversal Until Normal (Option 184) *Only applicable for CD/DD type firmware.*

Specify if the phone should be placed off hook if a loop reversal is detected. The phone will be placed in the on hook condition when loop returns to normal.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = If loop reversal is detected, the phone will be held off hook until loop returns to normal.

No = The phone will not be placed off hook if a loop reversal is detected.

Disallow Local or 1+ Calls, Loop Rev

(Coin line only)

Disallow Local or 1+ Calls, Loop Reversal (Option 188) *Applicable for CD/DD type firmware.*

Specify if local and 1+ calls should be disabled if the phone detects a loop reversal.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = The phone will deny a local or long distance call if a loop reversal is detected.

No = The phone will allow local and long distance calls regardless if loop is reversed.

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Options & Registers

Options & Registers Field Definitions (continued)

**Remove Ground,
Col./Ref
Detected**
(Coin line only)

Remove Ground, Col./Ref Detected (Option 185) Only applicable for CD/DD type firmware.
Specify if ground should be removed immediately upon detecting a collect or refund signal from the central office.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Ground is removed immediately after detecting a collect or refund signal from the central office.

No = Ground is removed only after a collect or refund signal has come and gone.

**Modem Chip
or Simulated
Modem**

Use Modem Chip or Simulated Modem (Option 133A) Only applicable for CA/DA firmware.
Specify if a simplex modem or a modem chip is to be used when the phone communicates with the computer. Use the chart below to determine the correct setting for this option. If necessary, the mount number can be found inside the phone on the right side of the chassis assembly.

- Press [SPACE] to toggle the selection between "Sim" or "Chip"

Sim = Simplex modem communication is used between the phone and the computer.

Chip = A modem chip is installed in the phone.

CTR -200BB+	(Mount 5)	No Modem Chip
CTR -200CA	(Mount 10)	Modem Chip Installed
CTR -700/750	(Mount 4)	Modem Chip Installed
CTR -200ECS	(Mount 16)	Modem Chip Installed
CTR -700/750ECS	(Mount 15)	Modem Chip Installed
CTR -900	(103E Board)	Modem Chip Installed
CTR -901	(103F Board)	Modem Chip Installed

**Select
High or Low
Transmit Level**

Select High or Low Transmit Level (Option 141) Only applicable for CD/DD type firmware.
Specify the default transmit level of the handset mouth piece. Proper setting of this option insures that the correct side tone level is provided for the payphone user.

- Press [SPACE] to toggle the selection between "High" or "Low"

High = The voice transmit level of the handset automatically changes to HIGH when the receiver volume level of the handset is at a low or medium level (Default).

Low = The voice transmit level is set to LOW at all times.

**Set
Modem Speed to
1200 or 300 Baud**

Set Modem Speed to 1200 or 300 Baud (Option 133D) Only applicable for CD/DD type firmware.

Specify the speed at which the phone will communicate with the computer. The communication speed of the phone must be set to match the communication speed of the computer's modem.

Communicating at 1200 baud is more efficient than communicating at 300 baud, however, it may be necessary to communicate at 300 baud to compensate for poor line conditions.

- Press [SPACE] to toggle the selection between "1200" or "300"

1200 = The phone will communicate with the computer at 1200 baud

300 = The phone will communicate with the computer at 300 baud

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Options & Registers

Options & Registers Field Definitions (continued)

1200 Baud FSK (7000 Series Only)

Specify if a 1200 baud FSK modem is being used to communicate with the computer.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = 1200 baud FSK modem is being used to communicate with the computer.

No = 1200 baud FSK modem is not being used to communicate with the computer.

MODES 182 - 198

MODE 182

This mode is currently undefined and therefore not applicable.

MODE 183 (Cockoo tones in place of "...not a billable number message (Y/N)")

If this option is set to **Yes**, the phone sounds cuckoo tones in response to a non billable number being dialed. If this option is set to **No**, the phone sounds the "Not a billable number" in response to a non billable number being dialed.

MODE 187

This mode is currently undefined and therefore not applicable.

MODE 191

This mode is currently undefined and therefore not applicable.

MODE 192

This mode is currently undefined and therefore not applicable.

MODE 193

This mode is currently undefined and therefore not applicable.

MODE 194

This mode is currently undefined and therefore not applicable.

MODE 195

This mode is currently undefined and therefore not applicable.

MODE 196

This mode is currently undefined and therefore not applicable.

MODE 197

This mode is currently undefined and therefore not applicable.

MODE 198

This mode is currently undefined and therefore not applicable.

Allow Non Coin Calls When Relay Jam (Option 173) *Only applicable for CD/DD firmware.*

Specify if the phone should allow or deny non-coin calls in situations where the coin relay is not operating properly.

Allow
Non Coin Calls
When Relay Jam

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Options & Registers

Options & Registers Field Definitions (continued)

Allow Non Coin Calls When Relay Jam (continued)

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone allows non coin calls if the coin relay is not operating properly.

No = Phone denies non coin calls if the coin relay is not operating properly (Default).

Enable Initial Time Message

Enable Initial Time Message (Option 123)

Specify if the phone should sound the following message during the voice prompt for the initial coin deposit: "Please deposit XX.XX amount for X minutes" where X is equal to the cost and time specified in the cost band associated with the dialed number. This option is only applicable to coin calls.

Examples

1. If this option is set to [YES] and the cost band associated with the dialed number is programmed for \$1.35 for three minutes, the phone will sound the following prompt: "Please deposit one dollar and thirty-five cents for three minutes."
2. If this option is set to [NO] and the cost band associated with the dialed number is programmed for \$1.35 for three minutes, the phone will sound the following prompt: "Please deposit one dollar and thirty-five cents."

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone sounds the message as follows: "Please deposit XX.XX for X minutes."

No = Phone will sound the message as follows: "Please deposit XX.XX" (default)

Enable Credit Card Messages

Enable Credit Card Messages (Option 125)

This option is intended for use with phones that are equipped with a card reader bezel.

Specify if the phone should sound the "or insert card" message on 1+ type coin calls. If enabled, the phone will sound this message after prompting the user to deposit the required amount of money for the call.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will sound the "or insert card" message.

No = Phone will not sound the "or insert card" message.

Enable Cellular Applications

Enable Cellular Applications (Option 154)

Specify if the phone should enable or disable cellular applications. This option only applies if the payphone is connected to a cellular network.

Enabling cellular applications will slow the speed at which the payphone dials digits to the line. This insures compatibility with cellular networks.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Enable cellular applications.

No = Disable cellular applications (default).

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Options & Registers

Use English or Spanish Voice Prompts

Note

This option requires that Custom firmware be installed in the phone.

Use English or Spanish Voice Prompts (Option 165) *Only applicable for CD/DD firmware.*
Select the language to be used for all voice prompts sounded by the phone.

NOTE: Bilingual phones use optional firmware. Confirm that your phones contain the proper firmware before modifying this option.

If the phone is bilingual, the user may select the alternate language by pressing the appropriate key on the keypad.

- Press [SPACE] to toggle the selection between "Eng" or "Spa"

Eng = Phone will use English as the default language for voice prompts. (default)

Spa = Phone will use Spanish as the default language for voice prompts.

Enable Feature Group "F"

Note

This option requires that Custom firmware be installed in the phone.

Enable Feature Group "F" (Option 163) *Only applicable for CD/DD firmware.*

Specify if the phone should use feature group "F" when interfacing with the operator.

Feature group "F" is only available with Protel phones and requires properly trained personnel and equipped operator centers.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will interface with operator center using feature group "F."

No = Phone will not interface with operator center using feature group "F". (default)

Call Restrictions By Time of Day

Call Restrictions By Time of Day (Option 166) *Only applicable for CD/DD firmware.*

This option may be used to deny incoming and outgoing calls during certain times of the day (during the time that the polling window is active), and is intended for use with phones that are located in prison environments or areas where drug trafficking is common.

NOTE: Phone must be equipped with proper firmware.

Drug Trafficking

For drug related areas: If this option is set to "YES" the phone will deny all coin calls and incoming calls during the polling window.

Prison Environments

For prison applications: If this option is set to "YES" the phone will deny all calls during the polling window.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will deny calls during the time that the polling window is active.

No = Phone will allow calls at any time. (default)

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Options & Registers

Options & Registers Field Definitions (continued)

Free/Restrict after Limited Overtime

Free/Restrict after Limited Overtime (Option 178) *Only applicable for CD/DD firmware.*
Use this option to either restrict a call or allow free call time after a specified number of overtime periods have been used by the phone user.

- *Allow an unlimited number of over time periods and charge the call normally as specified in the cost record used to process the call.*
 - a. Enter zero (0) in the field labeled "Limited Local Overtime"
 - b. Position the cursor to the field labeled "free/restrict after limited overtime" and then press [Space] to set this field to "res".
- *Allow free call time after the customer uses the specified number of overtime periods.*
 - a. In the field labeled "Limited Local Overtime" enter the number of overtime periods that the user will be charged for before being granted free time.
Legal values for this field are 0 -127.
 - b. With the cursor positioned on the field labeled "free/restrict after limited overtime," Press [SPACE] to set the field to "Free".

Limited local overtime

Limited local overtime *Only applicable for CD/DD type firmware.*
Use this option to specify the maximum number of overtime periods that should be granted to the phone user. This option should be set in conjunction with the option labeled "free/restrict after limited overtime".

- *Allow an unlimited number of over time periods and charge the call normally as specified in the costing record used to process the call.*
 - a. Enter zero (0) in the field labeled "Limited Local Overtime."
 - b. Position the cursor to the field labeled "free/restrict after limited overtime" and then press [Space] to set this field to "res".
- *Allow free call time after the customer uses the specified number of overtime periods.*
 - a. In the field labeled "Limited Local Overtime" enter the number of overtime periods that the user will be charged for before being granted free time.
Legal values for this field are 0 -127.
 - b. With the cursor positioned on the field labeled "free/restrict after limited overtime," Press [SPACE] to set the field to "Free".

Coin Box Removal Starting Hour

Coin Box Removal Starting Hour
(This option is only applicable to 8000 Series phones running custom 26 firmware.)
Specify the beginning hour of the day that the phone will expect the coin box to be removed for the purpose of being emptied. If the coin box is removed between the time specified in this field and the field labeled "Coin Box Removal Window Length," the phone will not report in to the computer notifying that the coin box was removed. If the coin box is removed during a time that is outside of the coin box removal window, the phone will notify the computer by sending the following flag: BR (Box Removal).

- Legal values for this option are 0 - 23, where the specified number indicates the beginning hour of the coin box removal window.
- The specified value must be in the 24hr format. (1 = 1:00am - 23 = 11:00pm)
- A setting of zero (0) disables the coin box removal window.

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Options & Registers

Options & Registers Field Definitions (continued)

Coin Box Removal Window Length

Coin Box Removal Window Length

(This option is only applicable to 8000 Series phones running custom 26 firmware.)

Specify the number of hours that the coin box removal window should remain active. The beginning hour of the coin box removal window is specified in the field labeled "Coin Box Starting Hour."

If the coin box is removed during the time that the window is active, the phone will not report in to the computer notifying that the coin box was removed. If the coin box is removed during a time that is outside of the coin box removal window, the phone will notify the computer by sending the following flag: BR (Box Removal).

- Legal values for this option are 0 - 23, where the specified number indicates the number of hours that the coin box removal window will remain active.
- A setting of zero (0) disables the coin box removal window.

Coin Box Reporting Hour

Coin Box Reporting Hour

(This option is only applicable to 8000 Series phones running custom 26 firmware.)

Specify the hour of the day that the phone should report in to the computer to notify that the coin box was removed. This option is only applicable in situations where the coin box is removed during a time that is inside of the coin box removal window. This option provides a method to allow the phone to delay the reporting of the BR flag until a time that is least likely to interfere with the normal operation of the phone.

- Legal values for this option are 0 - 24. The number entered determines the hour of day that the phone will report in to the computer to notify that the coin box was removed.
- A setting of zero (0) disables this feature. The phone will automatically report in to the computer within 2 minutes after the coin box is removed.

Coin Mechanism Type

Coin Mechanism Type *Only applicable for CD/DD type firmware.*

Specify the type of coin mechanism that is installed in the payphone.

If the type of coin mechanism selected here is not the same as the type installed in the payphone, the phone will deny coin calls and may report coin mechanism errors to the computer.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Coin Mechanism Types

Mechanical
Electronic Coin Scanner I (ECSI)
Electronic Coin Scanner II (ECSII)

Coin Collect Time

Coin Collect Time (Option 122)

Specify the amount of time (grace period) that the phone should wait, after detecting "answer", before collecting deposited coins. If the phone goes on hook before the grace period expires, deposited coins are refunded to the user.

Setting this option appropriately compensates for situations where the phone is operating on a line with out- of-spec tones, busy signals, SIT tones are unavailable or where the call is not answered.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [ENTER] key to select.

Coin Collect Time

Immediately
Delay 2 seconds
Delay 4 seconds
Delay 6 seconds
Delay 8 seconds
Delay 10 seconds
Delay 12 seconds
Delay 14 seconds

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Options & Registers

Options & Registers Field Definitions (continued)

Receiver Volume

Receiver Volume

Specify the default volume level of the handset receiver. This is the volume level of the receiver at the time the handset comes off hook.

- a. Press [SPACE] for a listing of available options.
- b. Use the arrow keys to highlight the desired option.
- c. Press the [Enter] key to select.

Receiver Volume Options
High
Medium
Low

Prompt "0" or SD #92 for Emergency

Prompt "0" or SD #92 for Emergency (Option 158) *Only applicable for CA/DA type firmware.*

Select the voice message to be sounded by the payphone when notifying the user which digit to dial for emergency assistance. This message is sounded if the user dials 0-.

EXAMPLES

1. If emergency assistance is accessed through the local operator, set this option to "0."
In this case, if the user dials 0-, the phone will sound the following message: "Dial the number you wish to call or dial 0 for an emergency."
2. If emergency assistance is accessed by dialing a number other than 0-, enter the emergency assistance number in speed dial position #92 (Mode 31).

In this case, if the user dials 0-, the phone will sound the following message: "Dial the number you wish to call or dial XXX-XXXX for an emergency. (where XXX-XXXX is the number programmed in speed dial position #92).

NOTE: This option (Option 158) only applies if Mode 351, cost band 108, bit 1 is set to "2" or "3."

0 = Phone sounds following message if user dials 0-: "...dial 0 for an emergency"
(default)

SD#92 = Phone sounds the following message if user dials 0-: "...dial XXX-XXXX for an emergency" [XXX-XXXX = number programmed in speed dial location #92.]

Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes

Note
Flag codes are only
applicable to phones
running CD/DD
firmware

Audit CDR Error {NE}

This flag indicates that an error was detected with the non Store & Forward call detail records (CDR) stored in the phone. The CDR information transferred to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Bad Ground {BG}

This flag indicates that the phone made four unsuccessful attempts to detect a collect or refund signal from the central office.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

NOTE: This flag is reset after the phone successfully detects a collect or refund signal from the central office.

Box Missing {BM}

The error flag {BM} indicates that the coin box has been missing from the phone for at least 15-minutes.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Box Removed {BR}

The error flag {BR} indicates that the coin box has been 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.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Call Accounting Error {AE}

The error flag {AE} indicates that an error was detected in the RAM that is used for call accounting. The call accounting information received from the phone may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Cash Box Emptied (*#1) {E\$}

Specify if this flag should immediately be reported to the computer if a repair person enters the (*#1) reporting command at the payphone keypad. [*#1 = Coin Box Emptied] or if this option is turned on [YES], and the coin box is removed from the phone, and the (*#1) reporting command is not entered at the keypad by the repair person, the phone will report in to the computer two minutes after the flag is set.

Clock Reset {CR}

This flag indicates that the date and time in the phone has been reset due to a power-on reset condition.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Amount Error {BE}

This flag indicates that an error was detected in the "Coin Box Amount" totalizer. The coin box amount reported to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Full {\$F}

This flag indicates that the volume of coins in the coin box has reached 100 percent. The coin box must be emptied to prevent the possibility of coins becoming jammed.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

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Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

Coin Box Volume Error {VE}

This flag indicates that an error was detected with the coin box volume percentage reported to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Volume Reached {\$V}

This flag indicates that the volume of coins currently in the coin box has reached the percentage (%) full specified in the field labeled "Cash Box Volume."

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Gate Failure {CG}

This flag indicates that an error was detected with the operation of the collect/refund gate of the Electronic Coin Scanner II.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set

Coin Scanner Error {ME}

This flag indicates that an error was detected with the operation of the electronic coin scanner or associated circuitry.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Totalizer Error {\$E}

This flag indicates that an error was detected in the non-resettable coin totalizer in the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Dial Inactivity {DI}

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/receiver turned on.). The value of X must be specified in the option labeled "Peg Count/Inactivity."

EEPROM Error {EE}

This flag indicates that the program stored in the EEPROM in the phone is corrupted.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Handset Gone {HG}

This flag indicates that improper resistance of the handset receiver was detected. The handset may be missing or the handset wiring may be incorrect or defective.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Handset Off-Hook {HO}

This flag indicates that the handset of the phone has been detected to be off hook for 15 minutes.

If this option is turned on [YES], the phone will report in to the computer two minutes after the handset is detected to have been off hook for 15 minutes.

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Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

Inactivity {DE}

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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Loop Reversed {LR}

This flag indicates that the tip and ring wires connected to the phone are reversed.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Low Battery {LB}

This flag indicates that the voltage of the battery in the phone may not be at the proper level. This may cause improper operation of the payphone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Lower Alarm {LA}

If this option is turned on [YES], the phone will report in to the computer after the coin box is returned to its normal position or the phone will report immediately after 15 minutes has passed without the coin box being returned to its normal position.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Opto-coupler defective {OC}

The error flag {OC} indicates a collect/refund hardware failure in the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Overage Error {OE}

This flag indicates that an error was detected in the data used to show the difference between the amount of money charged for a call and the amount of money deposited. The totals reported to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Peg Count Reached {PC}

This flag indicates that the number of completed calls made on the phone is equal the number specified in the field labeled "Peg Count/Inactivity", and the phone has not yet reported the details of the calls to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Phone Repair (*#3) {PR}

This flag indicates that a payphone repair person entered the reporting command "*#3" at the payphone keypad. This reporting command causes the phone to report in to the computer and request a download of the costing record.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

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Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

RAM Error {RE}

If this option is turned on [YES], and this flag becomes set in the phone, the phone will report in to the computer two minutes after every off-hook attempt until the flag is reset and a new costing record is downloaded from the computer to the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Relay Collect Failure {RC}

This flag may be used to notify the computer 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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Relay Jam {RJ}

This flag indicates that the coin relay or associated circuitry is not operating correctly.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Relay Refund Failure {RR}

This flag may be used to notify the computer 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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Reset Totalizer Error {TE}

This flag indicates that an error was detected in the "Amount Collected to Date" totals reported from the phone to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Silicone Ser # {SN} (Only applicable to 7000 Series paystations.)

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.

Status Check (*#2) {ST}

This flag indicates that a repair person entered the reporting command "*#2" at the payphone keypad. This reporting command instructs the phone to call the computer and report the details of the calls that have been made on the phone since the last time that the phone reported this information. The costing record in the phone is verified to be up to date and, if necessary, a new costing record is downloaded from the computer to the phone.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Time Report {TR}

This flag indicates that the phone has reported in to the computer when scheduled to. The scheduled time for the phone to report in to the computer is specified in the "Reporting Options" on this screen.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Upper Alarm {UA}

If this option is turned on [YES], the phone will report this flag to the computer two minutes after the upper housing has been detected to be removed for a period of at least 640 ms.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Options & Registers

Options & Registers Field Definitions (continued)

Display Messages

Display Message 1

This option pertains to those phone that are equipped with an LCD display.

Enter the text to be displayed immediately after the "Please dial number or insert card" message is displayed.

Up to 40 alpha/numeric characters may be used. The first 20 characters will appear on line 1 of the LCD message and the second set of 20 characters will appear on line 2 of the LCD message.

Display Message 2

This option pertains to those phone that are equipped with an LCD display.

Enter the text to be displayed immediately after the "Call is being processed" message is displayed.

Up to 40 alpha/numeric characters may be used. The first 20 characters will appear on line 1 of the LCD message and the second set of 20 characters will appear on line 2 of the LCD message.

Chapter 6

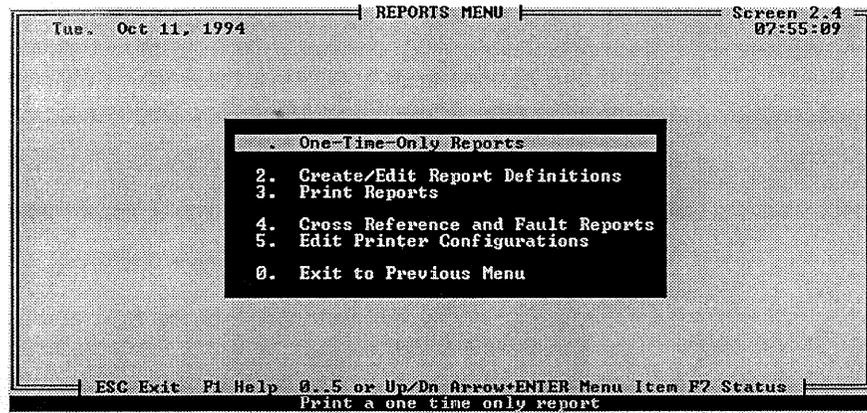
Reports

Reports

Overview

Generating Reports

Sixteen different types of reports may be generated using either the One-Time-Only Reports function or the Print Reports function of ExpressNet®. This section of the manual details the steps necessary to generate these reports and define the parameters that determine what information is to be included in the reports. Shown below are descriptions of the functions available from the Reports Menu main screen.



One-Time-Only Reports

This function is used to immediately print one of 16 available report types. Upon selection of this option a listing of the available reports is displayed. Once the desired report is chosen a new screen is displayed prompting you to enter the parameters that determine what information is to be included in the report. Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for information on defining the parameter settings.

Create/Edit Report Definitions

This function is used to set up the program to automatically print reports during specified times of the month. Upon selection of this option, a new screen is displayed prompting you to define the parameters that determine when a particular report will be printed and what information should be included in the report. One report definition record must be created for each report that is to be automatically printed.

Print Reports

This function is used to generate reports based on the preferences that were previously defined and saved in a report definition record, (See option 2 above.) Upon selection of this option, a list of predefined report names are displayed. Once the desired report is selected, it is immediately directed to the printer or spooled to a file (as specified in the report definition record) in the following default directory on the hard disk \XNET\LOCAL\POOL. Report parameters such as automatic printing times are ignored when using this function.

Cross Reference and Fault Reports

This function provides the ability to generate reports showing information on the following:

- Site accounts that have been assigned to use a specific options record.
- Site accounts that have been assigned to use a specific cost center.
- Site accounts that have not been assigned to use a specific options record or cost center.
- Group numbers that have not been assigned to a polling list.

Edit Printer Configurations

This function is used to set up the output destination for the reports. Up to three printer ports (LPT1, LPT2, LPT3) may be defined. Each port may be assigned a descriptive name, print codes for uncompressed/compressed print, and each port may be designated as a local printer, a LAN printer or NO printer attached.

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Reports

One-Time-Only Reports

One-Time-Only Reports

Printing One-Time-Only Reports

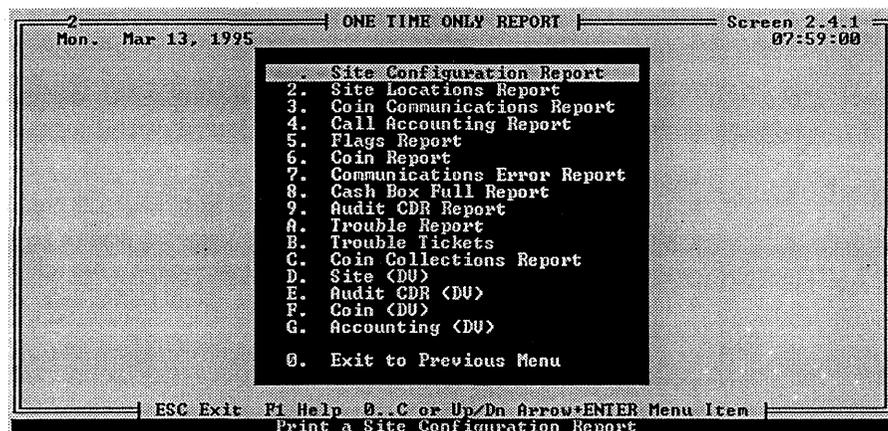
This function is used to immediately print one of 16 available report types. Upon selection of this option a listing of the available reports is displayed. Once the desired report is chosen a new screen is displayed prompting you to enter the parameters that determine what information is to be included in the report. Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for information on defining the parameter settings.

Specifying parameters for printing a one-time-only report

Use the information below to print a One-Time-Only report.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*

 - A screen similar to the following is displayed.



- b. Use the arrow keys to highlight the desired report and then press [ENTER].
 - A new screen is displayed prompting you to enter the parameters for the report.
- c. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
 - Field parameters are defined in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- d. Press [F2] *Confirm* after all fields have been defined.
- e. The report will now be directed to the specified output destination.
 - Descriptions of each report can be found elsewhere in this chapter.

Reports

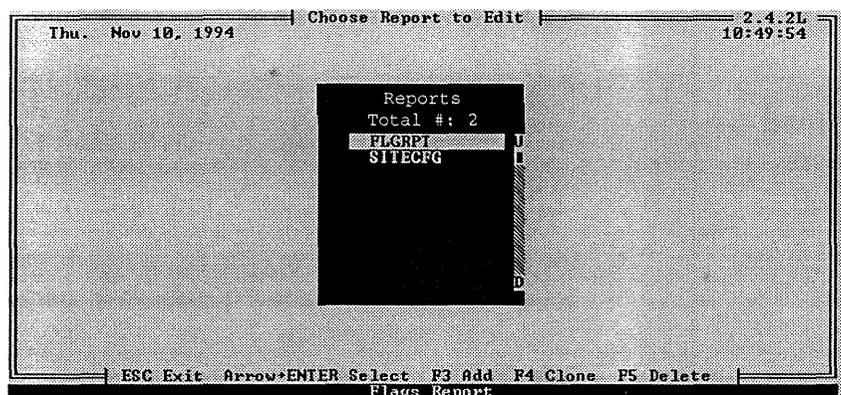
Adding/Cloning/Deleting Report Definition Records

This function is used to set up the program to automatically print reports during specified times of the month. This option requires that you define the parameters that determine when a particular report will be printed and what information should be included in the report. One report definition record must be created for each report that is to be automatically printed.

Listed below are instructions for adding, cloning and deleting report definition records.

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.



Adding Records

Adding a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Press [F3] *Add*
- Use the arrow keys to highlight the type of report definition record that you want to create.
- Press [ENTER].
- In the field labeled *Name*, enter a name for the report definition record. Record names may be any combination of up to 12 alphanumeric characters.
- Press [F2] *Continue*.
- Edit, as necessary, the settings for the report definition record. Descriptions of all parameters may be found in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- Press [F2] *Save* after all parameters have been defined.

Cloning Records

Cloning a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Use the arrow keys to highlight the report definition record to be cloned (duplicated).
- Press [F4] *Clone*
- In the field labeled *Name*, enter a name for the report definition record. Record names may be any combination of up to 12 alphanumeric characters.
- Press [F2] *Continue*.
- Edit, as necessary, the settings for the report definition record. Descriptions of all parameters may be found in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- Press [F2] *Save* after all parameters have been defined.

Deleting Records

Deleting a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Use the arrow keys to highlight the record to be deleted or type the name of the record.
- Press [F5] *Delete* and then press Y at the prompt: *Do you really wish to delete this record?*

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Reports

Print Reports

Printing Predefined Reports

This function is used to generate reports based on preferences that were previously set up and saved in a report definition record. Upon selection of this option, a list of predefined report definition records are displayed. Once the desired report is selected, and if it is not set up as a manual report, it will be immediately directed to the printer or spooled to a file (as specified in the report definition record) in the following default directory in the hard disk \XNET\LOCAL\SPOOL. If the "manual" option is selected in the report definition record, you are prompted to specify the following information before the report is generate: range of dates, range of sites, and the destination for the report.

Use the information below to immediately print a predefined report.

- a. Press the following keys beginning from the main menu screen:

[4] *Reports*

[3] *Print Reports*

- b. Use the Up/Dn arrow keys to select the report to be printed.

Note: Only those reports that are associated with a report definition record will be available for printing.

- c. Press [ENTER]

- The report will now be directed to the destination specified in the report definition record.

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Reference Manual

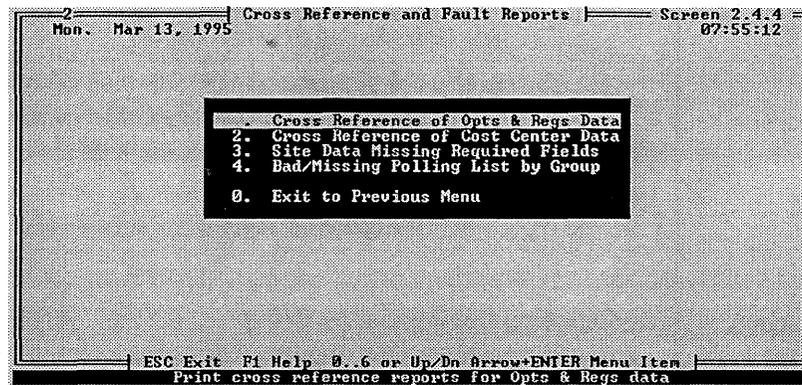
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Reports

Cross Reference Reports

This function provides the ability to generate reports showing information on the following:

- Site accounts that have been assigned to use a specific options record.
- Site accounts that have been assigned to use a specific cost center.
- Site accounts that have not been assigned to use an options record or cost center.
- Group numbers that have not been assigned to a polling list.



Cross Reference Options & Registers Data

Cross Reference of Opts & Regs Data

This function creates a report showing which phone accounts have been assigned to a specific options record.

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [4] *Cross Reference and Fault Reports*
 - [1] *Cross Reference of Opts & Regs Data*
- Use the Up/Dn arrow keys to select the options record to be cross referenced.
 - Note:* To search for a particular record, enter the record name.
- Press [ENTER] to generate the report.
 - The following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - Ledger number assigned to the site record.

Cross Reference of Cost Center Data

Cross Reference of Cost Center Data

This function creates a report showing which accounts have been assigned to a specific cost center.

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [4] *Cross Reference and Fault Reports*
 - [2] *Cross Reference of Cost Center Data*
- Use the Up/Dn arrow keys to select the cost center to be cross referenced.
 - Note:* To search for a particular record, enter the record name.
- Press [ENTER] to generate the report.
 - The following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - Ledger number assigned to the site record.

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Reports

Cross Reference Reports (continued)

Site Data Missing Required Fields

Site Data Missing Required Fields

This function creates a report showing which site accounts have not been assigned to use a particular options record or cost center.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [4] *Cross Reference and Fault Reports*
 - [3] *Site Data Missing Required Fields*
- b. The report is now generated and the following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - The cost center assigned to the site record
 - The options & registers record assigned to the site record.

Bad/Missing Polling List by Group

Bad/Missing Polling List by Group

This function creates a report showing which groups, if any, have not been assigned to an incoming and/or outgoing polling list.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [4] *Cross Reference and Fault Reports*
 - [4] *Bad/Missing Polling List by Group*
- b. The report is now generated and the following information is provided in the report:
 - Group numbers that have not been assigned to an incoming poll list.
 - Group numbers that have not been assigned to an outgoing poll list.
 - Poll lists that are not being used by any groups.

Defining the Printer Ports

This function is used to set up the output destination for the reports. Up to three printer ports (LPT1, LPT2, LPT3) may be defined. Each port may be assigned a descriptive name, print codes for uncompressed/compressed print, and each port may be designated as a local printer, a LAN printer or NO printer attached.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [5] *Edit Printer Configurations*
 - A screen similar to the following is displayed.

```
Fri. Nov 11, 1994                PRINTER DEFINITIONS                2.4.5
                                09:24:49

Printer LPT1
Printer Desc: LASER2
Compressed Print: 27 40 115 49 54 46 48 72
Uncompressed Print: 27 40 115 49 48 46 48 72
Printer Type: Local Printer

Printer LPT2
Printer Desc: VICTORY LASER2
Compressed Print: 27 40 115 49 54 46 48 72
Uncompressed Print: 27 40 115 49 48 46 48 72
Printer Type: LAN Printer

Printer LPT3
Printer Desc: VICTORY LASER1
Compressed Print: 27 15 0 0 0 0 0 0
Uncompressed Print: 27 18 0 0 0 0 0 0
Printer Type: LAN Printer

ESC Exit  F1 Help  F2 Save
Enter the description for this printer
```

- b. Press [TAB] position the cursor to the section of the screen that corresponds to the printer port to be defined (i.e. LPT1, LPT2 or LPT3.)
- c. In the field labeled *Printer Desc*, enter a descriptive name/comment that can be associated with the printer that is attached to this port.
 - Descriptive names may be any combination of up to twenty alpha/numeric characters.
- d. In the fields corresponding to *Compressed Print*, specify the decimal codes required to cause the printer to print in compressed mode. The codes entered here should be obtained from the user manual supplied with the printer.
- e. In the fields corresponding to *Uncompressed Print*, specify the decimal codes required to cause the printer to print in uncompressed mode. The codes entered here should be obtained from the user manual supplied with the printer.
- f. Use the arrow keys to highlight the field labeled *Printer Type* and then press [SPACE].
- g. Use the arrow keys to highlight the type of printer that is attached to the port being defined and then press [ENTER].
 - Available choices are as follows:
 - No Printer
 - Local Printer
 - Lan Printer

Reports

Report Parameter Field Definitions (continued)

Choose Range Of (continued)

To Ledger Number

Specify the last ledger number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of ledger numbers.

From Phone Number

Specify the beginning telephone number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of telephone numbers.

To Phone Number

Specify the last telephone number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of telephone numbers.

Order Of Report

Order Of Report

Use this option to specify how the data in the report should be sorted. The data may be sorted by *group + phone number*, *ledger number + phone number* or by site *Phone Number* alone.

- Press [SPACE] to display the editing screen (as shown below) for these parameters.
- Use the arrow keys to highlight the applicable field, and then press [SPACE] to enable.

```
2 | CHOOSE RANGES OF |
Mon. Mar 21, 95 | 09:40:06
Choose Ranges of:
From Group:
To Group:
From Ledger #:
To Ledger #:
From Phone #:
To Phone #:
ESC Abort F1 Help F2 Continue Arrows
Enter starting group
```

Group Number + Phone Number

Specify if the data in the report should be sorted by group number and then phone number.

If this option is selected [, the order of the report is similar to the following:

- a. First Group #; first phone #, second phone #, etc.
- b. Second Group #; first phone #, second phone #, etc.

Ledger Number + Phone Number

Specify if the data in the report should be sorted by ledger number and then phone number.

If this option is selected [, the order of the report is similar to the following:

- a. First Ledger #, first phone #, second phone #, etc.
- b. Second Ledger #, first phone #, second phone #, etc.

Phone Number

Specify if the data in the report should be sorted by phone number. If this option is selected [, the order of the report is similar to the following:

- a. First phone #; Second phone #, etc.

Newest to Oldest Dates

Specify if the data should be displayed in date order from the most current date to the oldest date.

Oldest to Newest Dates

Specify if the data should be displayed in date order from the oldest date to the most current date.

Reports

Report Parameter Field Definitions (continued)

Type of Report

Type of Report (This option is only applicable to the Call Accounting Report.)

Specify if the data in the report should be summarized or if the report should contain detailed call accounting information. If a summary report is selected ([√]), only totals for the specified range of dates are shown. If a detailed report is selected ([]), the report shows totals for each site within the specified range of dates.

Flags to Print

Flags to Print (This option is only applicable to the flag report.)

Select which flags (if received from the phones) should be shown in the report. Press [Space] to display a listing of all possible flag codes. Then, select the flags by positioning the flashing cursor to the applicable flag code and press [Space] to select.

Errors to Report

Errors to Report (This field only applicable in the communications error report.)

Specify which errors (if any) should be included in the report. Reference the table below for error code definitions.

The report may be set up to show all error codes received from the phones or up to 10 errors may be selected for inclusion in the report.

Use the information below to specify which errors you want to be included in the report.

- a. Press [Space]
- b. Enter up to 10 error codes to be included in the report. See listing of error codes below.
 - To include all errors in the report, ensure that there are no individual error codes specified.

<i>Error Code</i>	<i>Description</i>	<i>Error Code</i>	<i>Description</i>
0	No error	43	Billing CDR not saved to file
1	No site record	44	Error opening billing CDR file
2	Build parameters failed	45	Bad billing CDR saved to file
3	Database time-out	46	Failed to clear billing records
4	Time-out on carrier detect	47	Failed to clear billing flags
5	BUSY detected	48	Get audit CDR record failure
6	No carrier detected	49	Temporary audit record save failed
7	Carrier, but no CONNECT	50	Checksum error in Audit record
8	Synchronous character not detected	51	Audit CDR not saved to file
9	Status string not complete	52	Error opening audit CDR file
10	Status string checksum bad	53	Failed to clear audit records
11	Phone number mismatch	54	Failed to clear billing flags
12	Phone type mismatch	55	No EEPROM blocks found
13	Security code command time-out	56	Error opening software file
14	Security code failed	57	Unlock EEPROM command time-out
15	Clear flags failed, time-out	58	Unlock EEPROM command failure
16	Clear flags failed	59	Disable EEPROM command time-out
17	Failed software version memory read	60	Disable EEPROM command failure
18	Failed extended software version	61	Software file not found
19	Escrow relay check failure	62	Software file not found
20	Full download failure, time-out	63	Software file download time-out
21	Full download failure	64	Verify software failure
22	Full download verify time-out	65	Software download command failure
23	Full download failure, verify	66	Check call accounting errors failure
24	Full download flag reset time-out	67	Get call accounting failure
25	Full download time-out	68	Failed to save call accounting
26	Full download flag reset failed	69	Reset call accounting time-out
27	Partial download time-out	70	Failed to save new call accounting
28	Partial download failure	71	Reset call accounting failure
29	Partial download time-out	72	Reset clock failure time-out
30	Partial download failure	73	Reset clock failure
31	Partial download verify time-out	74	Software file not assigned
32	Partial download verify failure	75	Full download complete, CA time-out
33	Failed clear coin flag command	76	Full download incomplete, CA time-out
34	Reset cash box volume failure	77	Failed to save speed dials
35	Phone & file checksums differ	78	Database read failure
36	n/a	79	Database write failure
37	Get CDR counts time-out	80	Communication fails
38	Billing CDR count error	81	Not a valid command
39	Audit CDR count error	82	Transmit fails CRC
40	Get billing CDR record failure	83	Receive fails CRC
41	Temp billing record save failed	84	Call was stopped manually
42	Chksum error in billing record		

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Reports

Report Parameter Field Definitions (continued)

Special Filters

Special Filters (This option only available on the Audit CDR report)

This function may be used to set filters that will determine which CDR records should be included in the report. Filters may be set for the following criteria:

- **Destination Number**
Specify the destination telephone number of the call detail records that you want to be included in the report.
- **Costing Band**
From Cost Band
Specify the first cost band (in a range of bands) used to process the calls that you want to be included in the report.
To Cost Band
Specify the last cost band (in a range of bands) used to process the calls that you want to be included in the report.
- **Minimum Call Length**
Specify the minimum length (in minutes) that the calls must have lasted for the calls that you want to be included in the report.
If zero (0) is specified, the call length is not used to determine which call records are included in the report.
- **Minimum Call Charge**
Specify the minimum amount of money that must have been charged for the calls that you want to be included in the report. If zero (0) is specified, the call charge is not used to determine which call records are included in the report.
- **Choose Route**
Specify the route that must have been used to process the calls that you want to be included in the report. If zero is specified, the route is not used to determine which call records are included in the report.

Destination

In addition to sending the report to a file there can be up to three printer ports to choose from for the report's destination. Only those printer ports that were previously configured on screen 2.4.5 will be available here.

Sending the report to a printer

- a. Use the arrow keys to highlight the field that corresponds to the desired printer destination.
- b. Press [SPACE] to select [√]

Spool to a File

- a. Use the arrow keys to highlight the field labeled *Spool To File*.
- b. Press [SPACE] to select [√]
- c. Specify the directory and file name (Path) of where the report should be saved. Unless otherwise specified, the default path (as specified) is used.

Note: If the specified file name contains DOS wild cards (*, ?) anywhere in the last five characters of the file name, including the extension, ExpressNet® will substitute the wild card(s) with a valid file name. The computer first verifies how many files, with the same first six characters currently reside in the specified directory. The computer then assigns a new sequential file name to the next saved file.

Wild card substitutions are as follows:

First saved file:	XXXXXXXXAA.AAA
Second saved file:	XXXXXXXXAA.AAB
Third saved file:	XXXXXXXXAA.AAC

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Reports

Report Parameter Field Definitions (continued)

Misc Options

Disable Headings

Specify if the report headings and page breaks should be removed from the report [√]. This is useful for transferring data in the report to another computer program.

Frequency

Manual Report

Specify if the report should be printed only when it is selected from the list of predefined reports (screen 2.4.2.)

Hourly

Enable this option if the report should be generated every X number of hours. Upon selection of this option, the interval time between reports may be specified.

Automatic Daily

Specify if the report should automatically be generated on a daily basis.

Automatic Weekly

Specify if the report should automatically be generated on a weekly basis. Upon selection of this option, the particular day of the week that the report should be generated may be chosen.

Automatic Monthly

Specify if the report should automatically be generated on a monthly basis. Upon selection of this option, up to two dates may be specified indicating the particular days of the month that the report should be generated.

Auto Time

Specify the time of day that the computer should generate the report. This option is only applicable to the "automatic daily," "automatic weekly," and "automatic monthly" report options.

Options for Delimited Value Reports

Report Path

Specify the directory and file name (Path) of where the report should be saved. Unless otherwise specified, the default path (as specified) is used.

If the specified file name contains DOS wild cards (*, ?) anywhere in the last five characters of the file name, including the extension, the program will substitute the wild card(s) as follows:

- The computer first verifies how many files, with the same first six characters, currently reside in the specified directory. The computer then assigns a new sequential file name to the next saved file.

Wild card substitutions are as follows:

First saved file: XXXXXXAA.AAA

Second saved file: XXXXXXAA.AAB

Third saved file: XXXXXXAA.AAC

etc...

X = Default file name or file name
specified by computer operator.

Field Delimiter

This field is used to specify the delimiter that will be used to separate fields within the exported text file.

The field delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.) Usually, a tab or a comma is used to separate fields within a record.

Record Delimiter 1

This field is used to specify the delimiter that will be used to separate records within the exported text file.

The record delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.) Usually, a Carriage Return is used to separate records.

Record Delimiter 2

This is an optional field used to specify a second delimiter to separate records within the exported text file.

The second record delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.) The second delimiter is usually a Carriage Return.

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Reports

Report Parameter Field Definitions (continued)

Options for Delimited Value Reports (continued)

Date Format

This field is used to specify the format in which the date field should be exported.

- Press [SPACE] for a pick list of available choices.

<i>Date Formats</i>	
ddmmyy	ddmmyyyy
dd/mm/yy	dd/mm/yyyy
mm/dd/yy	mmddyyyy
mm/dd/yy	yyyymmdd
yymmdd	yyyy/mm/dd
yy/mm/dd	

Quote Strings

Specify if the report format should include quotes at the beginning and end of each field. Certain database/spreadsheet programs require this format for proper importing.

Press [SPACE] to toggle between [√] and [].

[√] = Quotes will be inserted at the beginning and end of each field.

[] = Quotes will not be inserted at the beginning and end of each field.

Boolean Format

Specify the format to be used to represent a YES/NO state.

Press [SPACE] for a listing of available choices.

Boolean Formats

Yes/No
True/False
ON/Off
1 or 0

Reports

Site Configuration Report

The data in this report shows the parameters that are set up in a specified range of site records. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - [1] *Site Configuration Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Ledger #	Cost Record	Opt. Record	Current S/W	ROM Firmware	Download File	Current Serial #	Date
000000	813-555-5555		818507.CA1	818507.CD1	CD4309-0007R	CD4309-0007R		//	
001000	813-555-0113		325F1S1.CDX	325F1S1.CDX	CD4316-3341R	CD4316-3341R	431630E0.331		02/24/94
001000	813-555-0119		325F1S1.CDX	325F1S1.CDX	CD4316-0024R	CD4316-0024R	431630E0.331		05/05/94
001000	813-555-0127		325F1S1.CDX	325F1S1.CDX	CD8815-2007R	CD8815-2007R	431630E0.331	//	
001000	813-555-8140		325F1S1.CDX	325F1S1.CDX	CD8815-2007R	CD8815-2007R	431630E0.331		11/02/92

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Ledger # This is the ledger number assigned to the site account.
Cost Record This is the name of the cost record assigned to the site account.
Options Record This is the name of the options record assigned to the site account.
Current S/W This is the current version level of the software operating in the phone.
ROM Firmware This is the level of ROM firmware installed in the phone.
Download File This is the name of the download file assigned to the phone.
Current Serial # This is the serial number of the chassis assembly that is installed in the phone.
Date This is the date that the site record was created.

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Reports

Site Locations Report

The data in this report shows the installation location of a specified range of phone sites. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - [2] *Site Locations Report*
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Ledger #	Site Location Name	Description	Contact Ph#
001000	813-555-0113		COUNTRY CHICKEN N FISH 1380 FIRST ST. N. WINTERHAVEN FL	COUNTRY CHICKEN N FISH	() -
001000	813-555-0119		BERKLEY'S BASSIN SHOP 2805 AVE G NW WINTER HAVEN FL	BERKLEY'S BASSIN SHOP	() -

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Ledger # This is the ledger number assigned to the site account.
Site Location Name .. This is the name of the location where the phone is installed.
Address This is the address of the location where the phone is installed.
City This is the city where the phone is installed.
ST This is a two character code indicating the state in which the phone is installed.
Zip This is the zip code of where the phone is installed.
Description This is a comment describing the phone site, usually the site's name.
Contact Ph# This is the phone number of a contact person for the phone site.

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Reports

Coin Communications Report

This report shows the amount of money collected from each phone within a specified range of phone accounts. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a One-Time-Only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - [3] *Coin Communications Report*
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Description	Date	Time	To Date	Collected	In Box	Flags...
000000	813-555-5555		08/22/94	16:25	0.00		0.00	PR ST
			08/22/94	16:10	0.00		0.00	Phone Repair
			08/22/94	16:08	0.00		0.00	Phone Repair

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Date** This is the date that the phone communicated with the computer.
- Time** This is the time of day that the phone communicated with the computer.
- To Date** Total amount collected by the phone since the phone was installed.
- Collected** The amount of money that the phone reported was last collected from the coin box. This field is only present if the last coin box collection was within the specified date range.
- In Box** The amount in the coin box at the time the phone communicated with the computer.
- Flags** This field shows any flags that were reported to the computer during communication.

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Reports

Call Accounting Report

The data in this report shows information about payphone traffic (call types, i.e. local, intrastate, etc.) and money charged. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Printing a predefined Report

Report Information

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [4] *Call Accounting Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

09/23/94 08:13		Call Accounting Report				Page: 1	
All							
From: 07/01/94 00:00 To: 09/23/94 08:13							
001000 813-291-0113 COUNTRY CHICKEN N FISH		COUNTRY CHICKEN N FISH					
FROM	TO	Number of Days: 50		Overage: 2.50			
Band#	Definition	Peg Count	/AVG	Money Charged	/AVG	Minutes	/AVG
Coin Calls							
	Local	680	13.60	171.25	3.43	2215	44.30
	IntraState IntraLata	6	0.12	9.20	0.18	15	0.30
	IntraState InterLata	23	0.46	36.85	0.74	59	1.18
	InterState IntraLata	0	0.00	0.00	0.00	0	0.00
	InterState InterLata	1	0.02	2.45	0.05	2	0.04
Non Coin Calls							
	Local	34	0.68	0.00	0.00	144	2.88
	IntraState IntraLata	4	0.08	0.00	0.00	13	0.26
	IntraState InterLata	1	0.02	0.00	0.00	1	0.02
	InterState IntraLata	0	0.00	0.00	0.00	0	0.00
	InterState InterLata	0	0.00	0.00	0.00	0	0.00
82	411	36	0.72	0.00	0.00	56	1.12
87	911	5	0.10	0.00	0.00	15	0.30
88	Incoming Call	14	0.28	0.00	0.00	112	2.24
89	Speed Dial *1	1	0.02	0.00	0.00	2	0.04
101	(1)555-XXXX	1	0.02	0.50	0.01	1	0.02
103	10XXX	4	0.08	0.00	0.00	16	0.32
104	(1)800-N0XX-XXXX	88	1.76	0.00	0.00	279	5.58
108	0-	58	1.16	0.00	0.00	176	3.52
	ReRoute #1	27	0.54	0.00	0.00	130	2.60
	ReRoute #2	11	0.22	0.00	0.00	49	0.98
SITE TOTALS:		994	19.88	220.25	4.41	3285	65.70

NOTE
For phones running DA type firmware.
All Interstate IntraLata and Interstate InterLata calls are recorded under the column titled "Coin Calls" in the row titled "Interstate IntraLata."
In addition, the rows under the column titled "Non Coin Calls" are not applicable to phones running DA firmware.

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Band #** This is the number of the cost band used to process the call.
- Definition** This is the type of call placed (i.e. Local, IntraState, InterState, etc.)
- Number of Days** This is the number of days that the totals are based on.
- Peg Count/AVG** Totals number of calls and the average number of calls placed (per call type, i.e., coin, local, intrastate, etc.) during a specified range of dates.
- Overage** The amount of money collected that was over what the phone charged.
- Money Charged/AVG** Total amount of money and the average amount of money charged (per call type) during a specified range of dates.
- Minutes/AVG** Total minutes and the average number of minutes of call time (per call type) within a specified range of dates.

Reports

Flags Report

The data in this report shows any flags that were reported to the computer during communication with the phone. Only those flags that are selected to be included in the report are shown. (Flags are selected during the set up of the report parameters.) The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [5] *Flags Report*
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

All					
From: 07/01/94 00:00 To: 09/23/94 11:30					
		AE = Call Acct Err	\$V = Cash Vol Full	CG = Coin Gate Fail	
		ME = Coin Mech Err	HG = Handset Gone	LB = Low Battery	
		RE = Ram Error	RJ = Relay Jam		
Group#	Phone#-----	Description-----	Date	Time	Flags...
001000	813-222-8141	USA PETROLEUM	07/09/94	20:23	\$V
001000	813-222-8142	GARYS HARBOR SIDE	07/22/94	03:51	RJ
			07/21/94	13:28	RJ
			07/16/94	16:46	\$V
001000	813-222-8144	FLA DISCOUNT BEV	07/24/94	11:09	\$V
001000	813-222-8145	REEDS	07/25/94	03:50	RJ
			07/24/94	20:44	RJ
			07/24/94	10:49	RJ
			07/16/94	13:25	\$V

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone communicated with the computer.
Time Time of day that the phone communicated with the computer.
Flags Flag codes that were reported to the computer.

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Reports

Coin Report

The data in this report shows the amount of money collected from the coin box, and the amount of money in the coin box at the time that the phone and the computer communicated. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Printing a predefined Report

Report Sample

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [6] *Coin Report*
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Group#	Phone#	Description	Avg/Day	Total	Days	Collect	In Box
000000	813-222-8141		0.00	0.00	1*	0.00	0.00
001000	813-222-8142	COUNTRY CHICKEN N FISH	*****	NO ACTIVITY	*****		
001000	813-222-8144	BERKLEY'S BASSIN SHOP	*****	NO ACTIVITY	*****		
001000	813-222-8145	GARYS HARBOR SIDE	*****	NO ACTIVITY	*****		
001000	813-222-8148	FIRST STOP	*****	NO ACTIVITY	*****		
001000	813-222-8149	USA PETROLEUM	*****	NO ACTIVITY	*****		
001000	813-222-8150	GARYS HARBOR SIDE	*****	NO ACTIVITY	*****		
001000	813-222-8151	FLA DISCOUNT BEV	*****	NO ACTIVITY	*****		
001000	813-222-8152	REEDS	*****	NO ACTIVITY	*****		
001000	813-222-8153	TWIN BROS (SAMS FOOD MRT)	*****	NO ACTIVITY	*****		

Group # This is the group number assigned to this site account.

Phone # This is the account number of the phone.

Description This is a comment describing the phone site, usually the site's name.

Avg/Day Average money collected into the coin box (per day) during a specified range of days.

Total Total amount of money collected into the coin box within a specified range of days.

Days The number of days (within a specified range of dates) that have passed between the time that the phone first communicated with the computer and the time that the phone last communicated with the computer.

Collect Total amount collected from the coin box within the specified range of days.

In Box Amount in the coin box at the time that the phone and the computer communicated.

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Reports

Communications Error Report

The data in this report shows any errors that may have occurred during communication between the computer and the phone. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [7] *Communications Error Report*
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Printing a One-Time-Only Report

Printing a predefined Report

Report Sample

09/23/94 08:15		Communications Error Report					Page: 1	
		All						
		From: 08/01/94 00:00 To: 09/23/94 08:14						
Group#	Phone#	Description	Date	Time	Por	Err	--Error Description--	
000000	813-222-8141		08/23/94	15:05	0	99	Call was stopped manually	
			08/23/94	15:01	0	99	Call was stopped manually	
			08/22/94	16:25	0	99	Call was stopped manually	
			08/22/94	16:25	0	21	Full download failure	
			08/22/94	16:10	0	21	Full download failure	
			08/22/94	16:07	0	21	Full download failure	
003002	813-222-8142	MADDI'S CUTTERY	08/08/94	10:11	0	4	No carrier detected	
003005	813-222-8144	ROMAN COIN	08/08/94	10:11	0	99	Call was stopped manually	
007000	813-222-8145	CELIA'S DELI & MARKET	08/15/94	15:41	0	4	No carrier detected	
			08/08/94	10:01	0	4	No carrier detected	
007000	813-222-8148	HOWARD JOHNSONS HOTEL PH#1	08/18/94	14:30	0	4	No carrier detected	

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Date** Date that the phone and computer communicated.
- Time** Time of day that the phone and computer communicated.
- Por** Modem port used for communication with the phone.
- Err** Number code indicating the error that occurred.
- Error Description** Text message describing the error that occurred.

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Reports

Cash Box Full Report

The data in this report shows information about the amount of money in the cash box at the time that the phone communicated with the computer. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[1] *One-Time-Only reports*
[8] *Cash Box Full Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Description	Date	Time	%FULL	In Box	Key #	Limit
001000	813-222-8141	FLA DISCOUNT BEV	07/28/94	03:53	91	151.20		Vol Full
001000	813-222-8142	6TH ST SPUR	07/28/94	03:57	91	162.25		Full
001000	813-222-8144	6TH ST SPUR #2	07/28/94	03:58	77	131.15		Vol Full
001000	813-222-8145	CAMPBELLS TAVERN	07/28/94	04:05	101	169.05		Full
001000	813-222-8148	SAMS BIG APPLE 2	07/28/94	04:36	91	159.30		Full
001000	813-222-8149	BIG QUALITY 2.1	07/28/94	04:38	35	58.35		Vol Full
001000	813-222-8150	TIP TOP FOODS	07/28/94	04:40	94	163.10		Full
001000	813-222-8151	A1 DISCOUNT	07/28/94	04:46	84	134.15		Vol Full
001000	813-222-8152	LITTLE SHOP RITE	07/28/94	04:48	81	135.65		Vol Full
001000	813-222-8153	CASH MART 2	07/28/94	04:51	60	129.15		Vol Full

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Date** Date that the phone and computer communicated.
- Time** Time of day that the phone and computer communicated.
- % Full** Volume full of the cash box at the time the phone and the computer LAST communicated.
- In Box** The total amount of money in the cash box on specified dates/times.
- Key #** The cash box key number.
- Limit** A text message indicating if the cash box is filled with coins or if the volume of coins in the cash box meets or exceeds the value specified in the options/registers record used by the phone.

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Reports

Audit CDR Report

The data in this report shows information about the non card calls that have been made on the phones. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [9] *Audit CDR Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Description	Destination	Band	Route	Collect	Charged	Date	Time	Length
007600	213-555-6364	CILIA'S MARKET	18185511381	0	0	0.25	0.20	07/26	20:22	0:02:15
			5606419	0	0	0.90	0.80	07/26	19:35	0:45:42
			5606419	0	0	0.50	0.40	07/26	19:09	0:22:58
			5606419	0	0	0.50	0.60	07/26	18:37	0:31:10
			2588802	0	0	0.25	0.20	07/26	17:54	0:00:24
			2595372	0	0	0.40	0.40	07/26	16:26	0:15:38
			4893138	0	0	0.25	0.20	07/26	16:13	0:00:57
			2685000	0	0	0.25	0.20	07/26	14:45	0:00:58
			2685000	0	0	0.25	0.20	07/26	14:41	0:02:42
			18187862041	64	0	0.75	0.75	07/26	14:18	0:01:47

- Group #** This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Destination Destination number of the call.
Band The number of the cost band used to process the call.
Route The number of the route used to process the call.
Collect The amount of money that the phone collected for the call.
Charged The amount of money that the phone charged for the call.
Date The date that the call took place.
Time The time of day that the call took place.
Length The length (minutes /seconds) that the call lasted.

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Reports

Trouble Report

The data in this report shows those phones that have reported flags to the computer or phones that have experienced an error condition during communication with the computer. Only those flags selected at the time that the report parameters were defined, are included in the report. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [A] *Trouble Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Report Sample

09/26/94 08:12		Trouble Report				All				Page: 1		
		From: 07/01/94 00:00 To: 09/26/94 08:11										
VE = Cash Vol Err		\$F = Coin Box Full		\$E = Coin Tot Err								
CT = Coin Tot Fix		LR = Loop Reversed		PC = Peg Count								
TR = Time Report												
Group#	Phone#	Description	Date	Time	VE	\$F	\$E	CT	LR	PC	TR	Trouble Desc. InBox
001009	813-222-8854	JRS LOUNGE	07/28/94	03:25								Contact overdue by 58 days 123.85
001011	813-222-0909	SUNNY'S STORE	07/28/94	03:29								Contact overdue by 58 days 30.25
			07/27/94	03:31				CT				
			07/08/94	09:17		\$F						
001012	813-222-0117	LAUNDRY LADY	07/28/94	03:32								Contact overdue by 58 days 132.15
			07/26/94	23:03		\$F						
001012	813-222-0906	COIN LAUNDRY	07/28/94	03:33								Contact overdue by 58 days 74.75

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Date** Date that the phone communicated with the computer.
- Time** Time of day that the phone communicated with the computer.
- Flag Codes** Flag codes that were reported to the computer.
- Trouble Desc.** Message(s) indicating if an error occurred during communication with the phone.
- In Box** Amount of money in the cash box when the phone and computer last communicated.

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Reports

Trouble Tickets

This function is used to print trouble tickets for phones that have either reported an error flag to the computer or have experienced a problem during communication. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [B] *Trouble Tickets*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Description	Date	Time	VE	\$F	\$E	CT	LR	PC	TR	Trouble Desc. InBox
001009	813-222-8854	JRS LOUNGE	07/28/94	03:23								Contact overdue by 58 days 123.85

Problem found:

Parts Replaced:

Notes:

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone communicated with the computer.
Time Time of day that the phone communicated with the computer.
Flag Codes Flag codes that were reported to the computer.
Trouble Desc. Message(s) indicating if an error occurred during communication with the phone.
In Box Total amount of money in the cash box when the phone and computer last communicated.

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Reports

Coin Collections Report

The data in this report shows information about the amount of money collected from the phones. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [C] *Coin Collection Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Report Sample

Group#	Phone#	Description	Date	Time	Amount Collected
007000	813-222-3843	CELIA'S DELI & MARKET	07/22/94	14:06	47.60
007000	813-222-3843	CELIA'S DELI & MARKET	07/08/94	13:29	55.65
007000	813-222-7005	HOWARD JOHNSONS HOTEL PH#1	07/18/94	21:07	93.75
007000	813-222-7005	HOWARD JOHNSONS HOTEL PH#1	07/07/94	20:05	119.20
007600	813-222-6364	CILIA'S MARKET	07/08/94	13:37	78.45
007600	813-222-9080	FLAMING PATTY'S	07/07/94	12:27	250.25
007600	813-222-9496	HOWARD JOHNSON'S	07/18/94	19:05	0.00
007600	813-222-9496	HOWARD JOHNSON'S	07/07/94	20:11	339.10

					984.00

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone and computer communicated.
Time Time of day that the phone and computer communicated.
Amount Collected ... Amount of money that the phone reported was collected from the coin box.

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The reports listed below are output as a data file in a standard delimited format that may be easily imported into a database or spreadsheet program for record keeping purposes. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [D] thru [G]
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Site (DV)

Site (DV)

This report function is used to generate a site report that will be output as a delimited value text file. The text file may then be imported into a database or spreadsheet program for further processing.

The field and record delimiter values are specified in the report definition record for this report. The information provided in the site report is as follows:

- Telephone number of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- Comment text describing each phone site.
- The month that call accounting totals in the phone were last reset.
- The coin box key number for each phone site.
- The software type (CA, CD) associated with each phone site.
- The version of firmware operating in the phone's ROM.
- The version of software operating in EEROM in the phone.
- The version of the file that was loaded into the phone's EEROM.
- The number of times the phone will ring before answering a call from the computer.
- The name of the costing record assigned to each phone site.
- The name of the options record assigned to each phone site.
- The name of the location where each phone is installed.
- The street address, city, and state of where each phone site is located.
- The time zone associated with the location of each phone site.
- The name of the owner of the phone site.
- The street address, city, and state of the owner of the phone site.
- A telephone number of where the owner of the payphone may be reached.

Reports

Exporting Reports for
Database/Spreadsheets
(continued)

Call Accounting (DV)

Call Accounting (DV)

This report function is used to generate a call accounting report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing.

The field and record delimiter values are specified in the report definition record for this report. The information provided in the call accounting report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- The date that call accounting totals were last reset in the phone.
- The date that call accounting totals were last transferred to the computer.
- Description of the call types that were processed for each phone site. (example: Local call, 1+7 digit, etc.)
- A number indicating the total number of calls (per phone site.) that were processed using each cost band.
- The total amount of money collected for calls placed to each cost band.

Audit CDR (DV)

Audit CDR (DV)

This report function is used to generate an audit CDR report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing. The field and record delimiter values are specified in the report definition record for this report.

The information provided in the audit CDR report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- The destination telephone number of all processed calls.
- The date that each call took place.
- The time of day that each call took place.
- The amount of time that each call lasted.
- The amount of money charged for each processed call.
- The amount of money collected for each processed call.
- The cost band used to process each call.
- The route number used to process each call.
- A number indicating if the phone's voice mail feature was used during the call.

Communications Coin (DV)

Communications Coin (DV)

This report function is used to generate a communications coin report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing. The field and record delimiter values are specified in the report definition record for this report.

The information provided in the communications coin report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- Date that the phone and the computer communicated.
- Time of day that the phone and the computer communicated.
- Number of billing records stored in the phone when the phone and computer communicated.
- Number of audit records stored in the phone when the phone and computer communicated.
- The number of billing records transferred to the computer when the phone and the computer communicated.

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Reports

Exporting Reports for
Database/Spreadsheets
(continued)

Communications Coin (DV) (continued)

- The number of audit records transferred to the computer when the phone and the computer communicated.
- The total amount of money collected by the phone since the phone was installed.
- The amount of money in the coin box when the phone and the computer communicated.
- The amount of money that a payphone service person last collected from the coin box.
- Two character codes indicating any flags (if any) that were reported to the computer.

This concludes the definitions of the available report types.

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Chapter 7

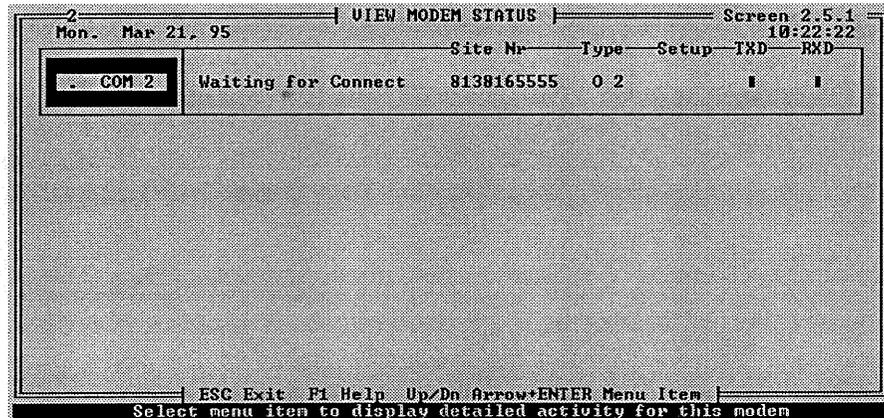
Modems

Modems

View Modem Status

This function may be used to display detailed information about the activity taking place on a selected modem port. The screen shown below is the initial screen that is displayed upon selection of this option. To display detailed information about a particular port, highlight the desired port and then press [ENTER.]

Listed below are descriptions of the fields that are displayed on this initial *modem status* screen.



Modem Status Field Definitions

Field Definitions - Modem Status

Site Nr The telephone number of the phone site that the computer is communicating with.

Type..... M = Manual poll in progress.
O = Automatic outgoing poll in progress.
I = Incoming call in progress.
1 = First outgoing poll attempt.
2 = Second outgoing poll attempt.

Setup Flashing square indicates that the modem is in the process of being set up for communication with a phone (resetting modem, etc.).

TXD Flashing square indicates that the modem is transmitting information to the phone.

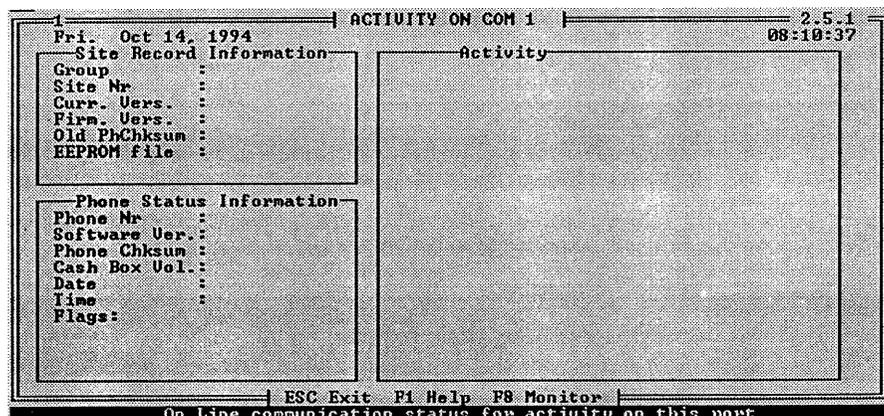
RXD Flashing square indicates that the modem is receiving information from the phone.

Displaying Detailed Modem Port Activity

Displaying detailed information on modem port activity

Use the procedure below to display detailed information about a particular modem port.

- From the "Modem Status" screen use the arrow keys to highlight the modem port that you want to monitor and then press [ENTER.]
 - Definitions of each of the fields on this screen can be found on the following page.



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Modems

View Modem Status (continued)

Displaying Detailed Modem Port Activity (continued)

```
1 | ACTIVITY ON COM 1 | 2.5.1
Fri, Oct 14, 1994 | 08:10:37
-----
Site Record Information | Activity
-----
Group :
Site Nr. :
Curr. Vers. :
Firm. Vers. :
Old PhChksum :
EEROM File :

Phone Status Information
-----
Phone Nr. :
Software Ver. :
Phone Chksum :
Cash Box Vol. :
Date :
Time :
Flags:

ESC Exit F1 Help F8 Monitor
On Line communication status for activity on this port
```

Field Definitions

- Group** This is the group number assigned to the site account.
- Site Nr.** This is the site account ANI number.
- Curr. Vers.**..... This is the version number of the program that was operating in the phone the last time that the computer communicated with the phone.
- Notes:* An "E" at the end of the version number indicates that the phone is operating from a program stored in E²ROM.
An "R" at the end of the version number indicates that the phone is operating from a program stored in ROM.
- Firm Vers** This is the version of the program stored in EPROM in the phone.
- Old PhChksum** This is the checksum number of the program that was operating in the phone the last time that the phone and the computer communicated.
- EEROM File**..... This is the name of the E²ROM file specified in the site record.
- Phone Nr.** Payphone's telephone number as reported from the phone to the computer.
- Software Ver.** Version number of the software operating in the phone, as reported from the phone to the computer.
- Phone Checksum** This is the checksum of the program that is operating in the phone, as reported from the phone to the computer.
- Cash box vol**..... This field reflects the volume full of the cash box, as reported from the phone.
- Date** Date that the computer and the phone communicated with each other.
- Time** Time that the computer and the phone began communication.
- Flags** This field displays any flags that were reported from the phone to the computer.

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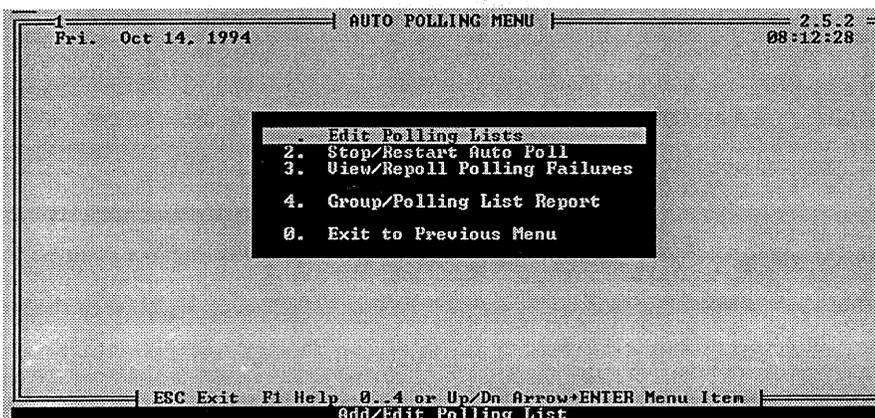
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This function is used to add, edit, or delete polling lists. A polling list defines the time when the phone and the computer will communicate with each other and what actions should be performed during the polling process.

There may be up to five (5) individual polling lists set up for each group of phones. Each list may be set up with different polling parameters.

This auto polling function is also used to specify which actions are to be carried out when a phone reports in to the computer.



Edit Polling Lists

Edit Polling Lists

This function is used to create, modify or delete polling lists. A polling list defines the actions to be performed during the polling process. Items such as the following are defined in a polling list:

- The group numbers of the payphones that are to use a particular polling list.
- The actions to be performed during the polling process.
- The time of day that the computer should begin polling the phones.
- The frequency at which the phones are to be polled (i.e. daily, weekly, or monthly).

Stop/Restart Auto Poll

Stop/Restart Auto Poll

This function is used to stop or restart an automatic polling event. If this function is selected and the computer is currently in the process of polling phones, you will be able to pause or terminate the polling process. If this function is being used to restart a polling event that was stopped, you will be given the choice of either resuming polling or terminating the poll that was stopped.

View/Repoll Polling Failures

View/Repoll Polling Failures

This function is used to display a list showing which poll lists contain phones that failed an automatic polling attempt. The individual phone numbers of the phones that failed may be displayed and each phone number may be tagged for a repoll.

Polling failures may only be viewed or repolled up until the next scheduled automatic polling event occurs. At this time the computer automatically attempts to poll the phones in the poll list and if a polling failure occurs, a new polling failure list is created.

Group/Polling List Report

Group/Polling List Report

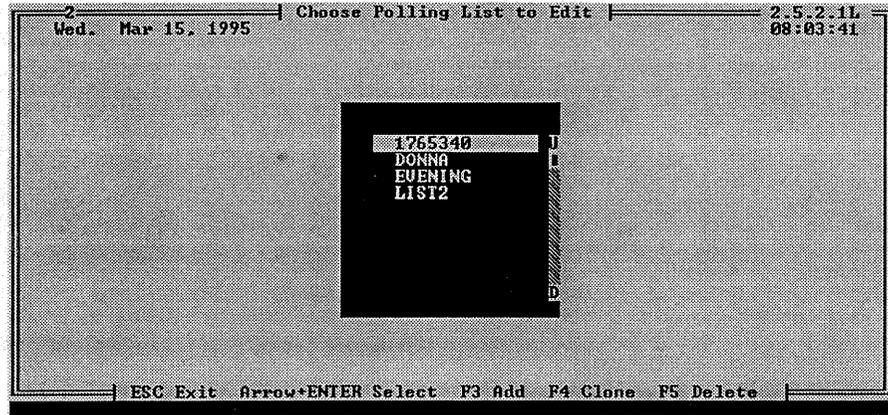
This option is used to generate a printed report showing which polling lists have been assigned to which payphone groups. The report contains information such as: payphone group numbers, name of the polling list assigned for incoming calls from phones within a specified group, name of the first through sixth poll list assigned for outgoing polls to the phones within a specified group.

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Listed below are instructions for creating, cloning, and deleting polling lists. Descriptions of each of the fields in a polling list can be found elsewhere in this chapter.



HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

Adding Records

Adding a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Press [F3] *Add*
- In the field labeled *Name*: enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [F2] *Save*.
- Edit, as necessary, the settings for the polling list options. Descriptions of all options may be found elsewhere in this chapter.
- Press [F2] *Save*.
 - Polling will begin at the time specified in the polling list.

Cloning Records

Cloning a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Use the arrow keys to highlight the polling list to be cloned (duplicated).
- Press [F4] *Clone*
- In the field labeled *Name* enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [F2] *Save*.
- Edit, as necessary, the settings for the polling list options. Descriptions of all options may be found elsewhere in this chapter.
- Press [F2] *Save*.
 - Polling will begin at the time specified in the polling list.

Deleting Records

Deleting a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Use the Up/Dn arrow keys to highlight the record to be deleted or type the name of the options/registers record.
- Press [F5] *Delete*
- Press Y at the following prompt: *Do you really wish to delete this record?*

Modems

Auto Polling List Field Definitions

Field Definitions

Listed below are definitions of each of the option fields in the automatic polling list.

The screenshot shows a terminal window titled "EDIT POLLING LIST - DONNA" with a date of "Fri. Apr 14, 1995" and time "14:26:51". The screen is divided into several sections:

- Description:** A text input field.
- Poll Type:** A list with two options: Incoming and Outgoing.
- Group:** A text input field with "Assignment" entered.
- Start Time:** A text input field with "00:00" entered.
- Frequency:** A list with three options: Daily, Weekly, and Monthly.
- Reset Call Accounting:** A text input field.
- Polling Actions:** A list of actions with checkboxes: Escrow Relay Check, Download Parameters, Download Software if change, Upload Call Record Counts, Upload Billable GDR, Upload Billable GDR on Err, Upload Billable GDR if Full, Upload Audit GDR, Upload Call Accounting, and Update Date and Time.

At the bottom, there are navigation instructions: "ESC Abort F1 Help F2 Save F6 Print Arrows" and "Enter Description of Polling List".

Description

Description

Enter a descriptive comment that can be associated with this polling list. Any combination of up to 60 alpha/numeric characters may be used.

Poll Type

Poll Type

Incoming

Specify if the actions selected in the *polling actions* list should be executed when a phone reports in to the computer. There may be only one incoming polling actions list per phone group and this list is only executed if the phone that calls in is within one of the groups specified in the *Group: Assignment* field.

- Press [SPACE] to toggle between [] and [].

[] = The actions selected in the *polling actions* list are executed when a phone reports in to the computer.

[] = The actions selected in the *polling actions* list are NOT executed when a phone reports in to the computer.

Outgoing

Specify if the actions selected in the *polling actions* list should be executed when the computer polls the phones specified in the *Group: Assignment* field.

- Press [SPACE] to toggle between [] and [].

[] = The actions selected in the *polling actions* list are executed when the computer polls the phones.

[] = The actions selected in the *polling actions* list are NOT executed when the computer polls the phones.

Group Assignment

Group Assignment

This field is used to assign the polling list to individual groups of phones.

Assigning Groups to this Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Use the arrow keys to highlight the applicable poll list and then press [ENTER.]
- Use the arrow keys to highlight the field labeled *Group: Assignment*
- Press [SPACE]
- Use the arrow keys to position the cursor to the desired group(s).
- Press [SPACE] to toggle between [] and []. [] = *Group Selected*
- Press [F2] to save changes.

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Modems

Auto Polling List Field Definitions (continued)

Start Time

Start Time

Specify the time of day that the computer should begin polling the phones. The time entered here must be in the 24 hr format and must be set to a 5-minute increment. (i.e. 1:05 pm = 13:05). The particular day that the computer will poll the phones is specified in the field labeled *Frequency*.

Frequency

Frequency

Daily

Specify if the phones selected in the *Group Assignment* list should be polled each day.

- a. Press [SPACE] to toggle between [√] and [].

[√] = Each day, the phones listed in the *Group Assignment* list will be polled.

[] = The phones listed in the *Group Assignment* list will not be polled each day.

Weekly

Specify if the phones selected in the *Group Assignment* list should be polled each week on the day(s) specified when this option is selected.

- a. Press [SPACE] to toggle between [√] and [].

[√] = Each week the phones listed in the *Group Assignment* list will be polled. When this option is enabled, you will be prompted to specify which day(s) of the week that polling should take place.

[] = The phones specified in the *Group Assignment* list will not be polled weekly.

Monthly

Specify if the phones selected in the *Group Assignment* list should be polled each month on the day(s) specified when this option is selected.

- a. Press [SPACE] to toggle between [√] and [].

[√] = Each month on the specified day(s), the computer will poll the phones specified in the *Group Assignment* list. When this option is enabled, you will be prompted to specify up to two dates during the month that polling should take place. **Legal Date Values: 1 through 31 or E (end of month)**

[] = The computer will not poll the phones specified in the *Group Assignment* list, on a monthly basis.

Reset Call Accounting

Reset Call Accounting

Specify the day of month (if any) that the computer should reset call accounting totals during polling. Call accounting data includes information such as: the types of calls made on the phone, the total number of calls made on the phone, the total amount charged per call type, and the total number of minutes the calls lasted.

Note: Call accounting totals may only be reset one time per month using the automatic polling feature. If necessary, the manual polling function may be used to reset call accounting totals at any time.

- Legal Values = 1 - 31 and E for end of month.
- If the value entered here is greater than the number of days in the month, call accounting totals will be reset on the last day of the month.

Escrow Relay Check

Escrow Relay Check

Specify if the computer should check the phone for any errors that may have occurred with the operation of the escrow relay.

If this option is enabled and the phone is experiencing trouble with relay, the computer will log a "Relay Jam" [RJ] flag for that phone.

- a. Press [SPACE] to toggle between [√] and [].

[√] = During polling, the computer checks for proper operation of the escrow relay.

[] = Computer will not check the operation of the escrow relay during polling.

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Modems

Auto Polling List Field Definitions (continued)

Download Parameters

Download Parameters

Specify if the computer should download the costing record and options record to the phone during the polling process. If this option is enabled, the costing record name and options record name must be specified in the site record for the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During polling the computer will download the costing record and options record to the phone if the records in the computer differ from the records in the phone.

[] = The computer will not download the costing record or options record to the phone during the polling process.

Download Software If Change

Download Software If Change

Specify if the computer should download the software file to the phone during the polling process. If this option is enabled and the software file operating in EEROM in the phone is older than the file specified in the field labeled *EEPROM* in the site record, the computer will download the new file to the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the computer will download the software file to the phone if the file currently operating in the phone is different than the file specified in the account site record.

[] = The computer will not download the software file to the phone during the polling process.

Upload Audit CDR

Upload Audit CDR

Specify if the phone should upload (during the polling process) call detail records of the non-Store and Forward calls made on the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the phone will upload all non-Store & Forward call detail records stored in the phone.

[] = The phone will not upload non-Store & Forward CDR records during the polling process.

Upload Call Accounting

Upload Call Accounting

Specify if the phone should upload call accounting information to the computer during the polling process. Call accounting data includes information such as:

- The types of calls made on the phone (i.e. coin, interstate interlata, etc;)
- The number of calls made on the phone.
- The amount charged for each call.
- The number of minutes that each call lasted.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the phone will upload call accounting information to the computer.

[] = The phone will not upload call accounting information during the polling process.

Update Date & Time

Update Date & Time

Specify if the computer should update the date and time setting in the phone during the polling process.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the computer will update the date/time setting in the phone.

[] = The computer will not update the date/time setting in the phone during polling

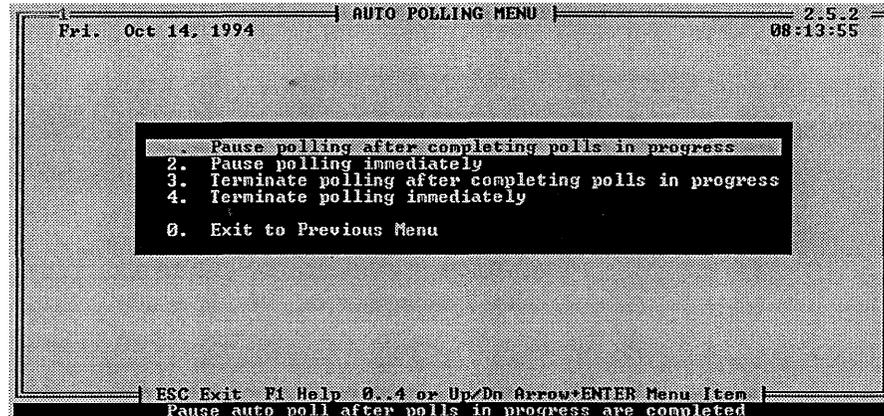
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This concludes the definitions of the auto polling option settings.

This function is used to stop or restart an automatic polling event. If this function is selected and the computer is currently in the process of polling phones, you will be able to pause or terminate the polling process. If this function is being used to restart a polling event that was stopped, you will be given the choice of either resuming polling or terminating the poll that was stopped.



Pause Polling After Completing Polls In Progress

Pause Polling After Completing Polls In Progress

This option may be used to pause a polling sequence after the computer finishes communication with the poll currently in progress. To restart a polling event that is paused, select the option labeled *Start/Stop Auto Poll* from the "Auto Polling" menu screen.

Pause Polling Immediately

Pause Polling Immediately

This option may be used to immediately pause an active auto polling sequence. Any polls that are currently in progress are terminated but may be repolled by selecting the *Start/Stop Auto Poll* option from the *Auto Polling* main menu screen (Screen 2.5.2).

Terminate Polling After Completing Polls In Progress

Terminate Polling After Completing Polls In Progress

This option may be used to terminate a polling sequence after the computer finishes communication with the poll currently in progress.

Once the polling sequence is terminated, the computer will not repoll the phones associated with the terminated poll until the next scheduled poll time is reached.

Terminate Polling Immediately

Terminate Polling Immediately

This option may be used to immediately terminate an active auto polling sequence. Once the polling sequence is terminated, the computer will not repoll the phones associated with the terminated poll until the next scheduled poll time is reached.

Modems

View/Repoll
Polling Failures

Group/Polling List Report

View/Repoll Polling Failures

This function is used to display a list showing which poll lists contain phones that failed an automatic polling attempt. The individual phone numbers of the phones that failed may be displayed and each phone number may be tagged for a repoll attempt.

Polling failures may only be viewed or repolled up until the next scheduled auto polling event occurs. At this time the computer automatically attempts to poll the phones in the poll list and if a polling failure occurs, a new polling failure list is created.

Repolling Failed Poll Attempts

- a. Beginning from the main menu screen, press the following keys:

[5] *Modems*

[2] *Auto Polling*

[3] *View/Repoll Polling Failures*

- A new screen is displayed showing the names of the polling lists that had phones that failed a polling attempt.

- b. Use the arrow keys to select a polling list from the menu.

- c. Press [ENTER] to display a list of the sites that failed a polling attempt.

- d. Select the sites that you want to be repolled.

- Press [SPACE] to select ("*" = selected) individual sites from the list (or)
- Press [F8] to select all of the sites on the list (or)
- Press [F9] to deselect all sites on the list

- e. Press [ENTER] to repoll the selected phone sites.

NOTE: If necessary, information detailing the reason(s) for the failed polls may be obtained by selecting the following keys from the main menu screen:

[5] *Modems*

[5] *View Communication Errors.*

Group/Polling List Report

This option is used to generate a printed report showing which polling lists have been assigned to each payphone group. The report contains information such as:

- Payphone group numbers.
- Name of the polling list assigned for incoming calls from phones within a specified group.
- Names of each of the six polling lists assigned for outgoing polls to the phones within a specified group.

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Modems

Manual Polling

This function may be used to start or stop the computer from manually polling phones. Manual polling is used to collect data from phones at times other than during the automatic polling process.

Shown below are the steps necessary to manually poll payphones. Up to ten individual phone sites or ten groups of phones may be set up for immediate polling to take place. To initiate the manual polling process, the actions to be performed during the polling process need to be defined along with the site or group numbers of the phones to be immediately polled. Use the information below to manually poll phones.

Manually Polling Phones

Manually Polling Phones

- a. Select the following keys beginning from the main menu screen: [5] *Modems*, [3] *Manual Polling*. (A screen similar to the following is displayed.)

```

2
-----| MANUAL POLLING |----- 2.5.3
Mon. Dec 20, 1993                                     11:28:32
Actions:
[ ] Escrow Relay Check
[ ] Download Parameters
[ ] Download Software if change
[ ] Upload CDR Counts
[ ] Upload Billable CDR
[ ] Upload Billable CDR on Err
[ ] Upload Billable CDR if Full
[ ] Upload Audit CDR
[ ] Upload Call Accounting
[ ] Update Date and Time

[ ] Reset Call Accounting
[ ] Reset Audit CDR Buffer

Sites:
SELECT
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Groups:
SELECT
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Ports:
[ ] COM 2 IDLE

-----| ESC Abort F1 Help F2 Save F6 Print F8 Poll Sites F9 Poll Groups |-----
          | SPACE to toggle selection of Escrow Relay Check |-----

```

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

- b. Specify the actions to be performed during the polling process.
 1. Use the arrow keys to highlight the applicable field(s) in the *Actions* window.
 - Field definitions can be found on the following pages.
 2. Press [SPACE] to toggle between YES [√] and NO [].
- c. Specify the site numbers or group numbers of the phones to be immediately polled. Site numbers and group numbers may be entered manually or selected (tagged) from a pick list.

Manually Entering Sites/Groups

1. Use the arrow keys to highlight a field in the window labeled *Sites* or *Groups*.
2. Enter the 10-digit phone numbers of the phones or the 6-digit group numbers of the groups to be immediately polled.

Tagging Sites/Groups

1. Highlight the field labeled "SELECT" in the window labeled *Sites* or *Groups*.
2. Press [SPACE] to display a listing of site/group numbers.
3. Use the arrow keys to highlight a site/group number and then press [SPACE] to tag.
 - Option [F8] labeled "Tag All," tags only the first ten sites/groups on the list.

NOTE: If group numbers are specified, all phones within the specified group(s) will be polled. In addition, if more than ten sites/groups are tagged, only the first ten (in numerical order) will be chosen.

- d. Select the port(s) to be used for manual polling.
 1. Use the arrow keys to highlight the desired modem port in the window labeled *Ports*.
 2. Press [SPACE] to toggle between YES [√] and NO [].
- e. Start the manual polling process.
 - Either press [F8] to begin polling the sites listed in the window labeled *Sites* (or)
 - Press [F9] to begin polling the groups listed in the window labeled *Group*.

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Modems

Manual Polling Field Definitions

Listed below are definitions of each of the option fields in the manual polling list.

Escrow Relay Check

Escrow Relay Check

Specify if the computer should check the phone for any errors that may have occurred with the operation of the escrow relay.

If this option is enabled and the phone is experiencing trouble with relay, the computer will log a "Relay Jam" [RJ] flag for that phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During polling, the computer will check for proper operation of the escrow relay.

[] = Computer will not check the operation of the escrow relay during the polling process.

Download Parameters

Download Parameters

Specify if the computer should download the costing record and options record to the phone during the polling process. If this option is enabled, the costing record name and options record name must be specified in the site record for the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the computer will download the costing record and options record to the phone.

[] = The computer will not download the costing record or options record to the phone during the polling process.

Download Software If Change

Download Software If Change

Specify if the computer should download the software file to the phone during the polling process. If this option is enabled and the software file operating in EEROM in the phone is older than the file specified in the field labeled *EEPROM* in the site record, the computer will download the new file to the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the computer will download the software file to the phone if the file currently operating in the phone is different than the file specified in the site record.

[] = The computer will not download the software file to the phone during the polling process.

Upload Call Record Counts

Upload Call Record Counts

Specify if the phone should upload the value of its CDR counters during the polling process. The value of the CDR counters indicate the total number of card and non-card CDR records that are currently stored in the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the phone will upload the value of the card and non-card CDR counters to the computer.

[] = The phone will not upload the value of the CDR counters during the polling process.

Upload Audit CDR

Upload Audit CDR

Specify if the phone should upload call detail records of the non-Store and Forward calls made on the phone.

- a. Press [SPACE] to toggle between [] and [].

[] = During the polling process, the phone will upload all non-Store & Forward call detail records stored in the phone.

[] = The phone will not upload non-Store & Forward CDR records during the polling process.

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Modems

Manual Polling Field Definitions (continued)

Upload Call Accounting

Upload Call Accounting

Specify if the phone should upload call accounting information to the computer during the polling process. Call accounting data includes information such as: the types of calls made on the phone, the number of calls made on the phone, the amount charged for each call, and the number of minutes that each call lasted.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the phone will upload call accounting information to the computer.

[] = The phone will not upload call accounting information during the polling process.

Update Date & Time

Update Date & Time

Specify if the computer should update the date and time setting in the phone during the polling process.

- Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will update the date and time setting in the phone.

[] = The computer will not update the date and time setting in the phone during the polling process. error (invalid data) with the data stored in the records.

Reset Call Accounting

Reset Call Accounting (*Note: This option must be reactivated "[✓]" on a monthly basis*)

Specify the day of the month (if any) that the computer should reset call accounting totals during polling. Call accounting data includes information such as: the types of calls made on the phone, the total number of calls made on the phone, the total amount charged per call type, the total number of minutes that the calls lasted.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will reset call accounting totals in the phone.

[] = The computer will not reset call accounting totals in the phone during the polling process.

Reset Audit CDR Buffer

Reset Audit CDR Buffer (*Note: This option must be reactivated "[✓]" on a monthly basis*)

Specify if the computer should clear all audit CDR records from phone.

WARNING: Audit CDR records are automatically cleared from the phone after they are transferred to the computer. This option is provided for troubleshooting purposes and should only be selected after ensuring that the CDR records in the phone have and/or will be transferred to the computer before being cleared from the phone using this option.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will clear all CDR records in the phone.

[] = The computer will not clear CDR records in the phone during the polling process.

Sites

Sites

Use this column to specify the telephone numbers of the phone sites that you want to be manually polled.

Manually polling individual phone sites

- a. Press the [TAB] key to highlight the field labeled *SELECT* in the window labeled *Sites*.
- b. Perform one of the following steps to select the sites to be manually polled.
 1. Press [SPACE] for a listing of sites. Then, use the arrow keys to highlight the applicable site(s) and press [SPACE] to tag it for selection.
 2. Enter up to ten individual site telephone numbers in the column labeled *Sites*. Each phone number must be ten digits in length.
- c. Press [F2] to save settings.
- d. Press [F8] to begin manual polling.

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Modems

Manual Polling Field Definitions (continued)

Groups

Groups

Use this column to specify the group numbers of the phones that you want to be manually polled. All sites within the specified groups will be polled.

Manually polling groups of phones

- a. Press the [TAB] key to highlight the field labeled *SELECT* in the window labeled *Groups*.
 - b. Perform one of the following steps to select the groups to be manually polled.
 1. Press [SPACE] for a listing of groups. Then, use the arrow keys to highlight the applicable group(s) and press [SPACE] to tag it for selection.
 2. Enter up to ten individual group numbers in the column labeled *Groups*. Each group number must be six digits in length.
 - b. Press [F2] to save settings.
 - c. Press [F9] to begin manually polling the phones within the specified groups.
-

Ports

Ports

Select the modem ports to be used for manual polling. Only the selected port(s) will be used.

- a. Press [SPACE] to toggle between [√] and [].
[√] = The computer will use this modem port to poll phones during the manual polling process.
[] = The computer will not use this modem port to manually poll phones.

This concludes the definitions of the manual polling field definitions.

Modems

Modem Setup

This function is used to define the operating parameters for the modem ports that are used to communicate with the phones. These parameters should be defined when a new modem is installed, if an existing modem is replaced with another type of modem, if the phone number of modem's telephone line is changed, or if a modem needs to be temporarily disabled.

NOTE 1: If a modem port is not listed, the port may be disabled in the *System Utilities* section of the program.

NOTE 2: If the selected port is currently in the process of communicating with a phone, communication must be terminated before access to the modem parameters screen is allowed. The computer will prompt for confirmation to terminate communication. Once the modem parameters screen is exited, communication between the computer and phones using this port, is reenabled.

Enabling Modem Ports

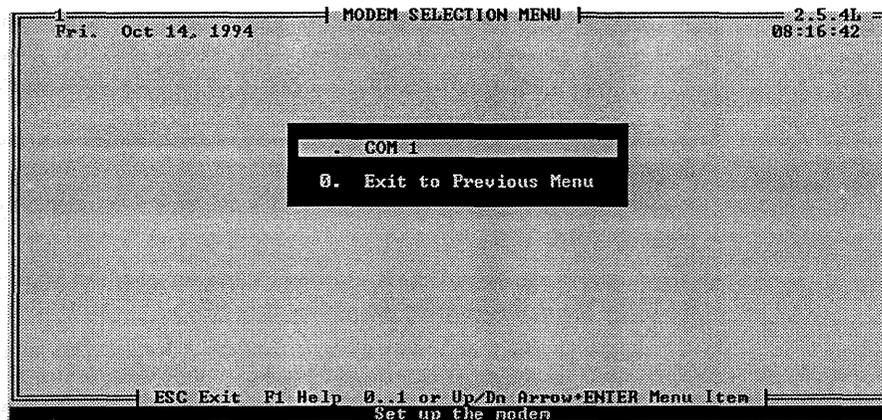
Use the information below to enable a modem port for communication with your phones.

a. Beginning from the main menu screen, press the following keys:

[5] *Modems*

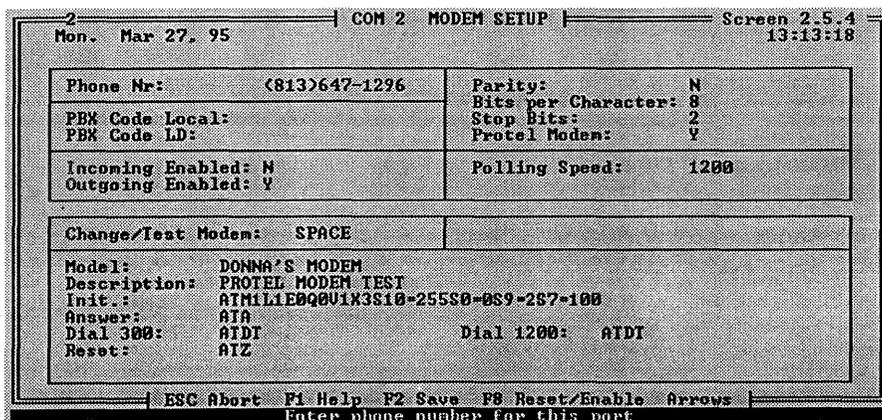
[4] *Modem Setup*

b. A screen similar to the following is displayed.



c. Use the arrow keys to highlight the applicable port and then press [ENTER].

- A screen similar to the following is displayed allowing you to modify the option settings for the port.



d. Reference the section titled *Modem Setup - Field Definitions* elsewhere in this chapter for definitions.

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Modems

Modem Setup Field Definitions

Listed below are definitions of each of the option fields in the Modem Setup screen.

Mon. Mar 27, 95		COM 2 MODEM SETUP		Screen 2.5.4	
				13:13:18	
Phone Nr:	<813>647-1296	Parity:	N	Bits per Character:	8
PBX Code Local:		Stop Bits:	2	Protel Modem:	Y
PBX Code LD:		Incoming Enabled:	N	Outgoing Enabled:	Y
		Outgoing Enabled:	Y	Polling Speed:	1200
Change/Test Modem: SPACE					
Model:	DONNA'S MODEM				
Description:	PROTEL MODEM TEST				
Init.:	ATM1LE0QDU1X3S10-255S0-0S9-2S7-100				
Answer:	ATA				
Dial 300:	ATDT		Dial 1200: ATDI		
Reset:	ATZ				
ESC Abort F1 Help F2 Save F8 Reset/Enable Arrows					
Enter phone number for this port					

Phone Nr.

Phone Nr.

Enter the telephone number of the telephone line that is connected to this modem port.

NOTE: If several modems are connected through a "hunt group", each phone line is assigned a separate phone number. Be sure to enter the phone number of the line that is connected to this modem port. The common phone number of the "hunt group" should not be entered in this field.

PBX Code Local

PBX Code Local

Specify the PBX code to be used for local calls. This field need only be defined if the modem is connected behind a PBX.

The code entered in this field is added to the beginning of the local destination number before the number is dialed by the modem during the polling process.

Note: The PBX code may be up to 5-digits in length allowing for 10XXX codes to prefix the destination number when polling.

PBX Code LD

PBX Code LD

Specify the PBX code to be used for long distance calls. This field need only be defined if the modem is connected behind a PBX.

The code entered in this field is added to the beginning of the long distance destination number before the number is dialed by the modem during the polling process.

Note: The PBX code may be up to 5-digits in length allowing for 10XXX codes to prefix the destination number when polling.

Incoming Enabled

Incoming Enabled

Specify if incoming calls are to be allowed/denied through this modem port.

Normally, the modem ports should be enabled for incoming calls. If a modem port is connected to an active phone line where payphones are calling in, that modem port **MUST** be enabled. If this option is set to *N*, the modem will not answer incoming calls from the phones.

Outgoing Enabled

Outgoing Enabled

Specify if outgoing calls are to be allowed/denied through this modem port.

The computer will only answer incoming calls during a time that the modem port is not engaged in communication with a phone. This option may be used to disable a particular port from allowing outgoing calls; thus, making the port available to receive incoming calls at any time. If more than two modems are being used, one of the modems should be reserved for incoming calls by disabling outgoing calls on that port.

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Modems

Modem Setup Field Definitions (continued)

Parity

Parity

This field should normally be set to "N." The program does not require parity.

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Bits Per Character

Bits Per Character

This field should normally be set to "8" (8 data bits per character.)

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Stop Bits

Stop Bits

This field should normally be set to "2" (2 stop bit).

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Protel Modem

Protel Modem

This field should be set to "Y" if a Protel modem is installed.

If a non Protel modem is used this field should be set to "N"

Polling Speed

Polling Speed

Set this field to match the baud rate of the phones that this modem port will be communicating with.

If the baud rate of this modem port is different than the baud rate of the modem in the phones, communication between the computer and the phone(s) may be corrupted.

Change/Test Modem

Change/Test Modem

This field is used to set up parameters for new modems or to test a modem that is currently connected to this port. Upon selection of this option a new screen is displayed prompting you to define the operating parameters for the modem. Reference the following page for information on setting these operating parameters.

ADDING A NEW MODEM

- a. Use the arrow keys to highlight the field *Change/Test Modem:* and then press [SPACE].
- b. Press [F3] *Add.*
- c. Enter a descriptive name for the modem. Any combination of up to 20 alpha/numeric characters may be used.
- d. Press [F2] *Save.*
- e. Define the parameters for the new modem. (See next page for field definitions.)
- f. Press [F2] *Save.*

EDITING AN EXISTING MODEM

- a. Use the arrow keys to highlight the field *Change/Test Modem:* and then press [SPACE].
- b. Use the Up/Dn arrows to select the modem to be edited.
- c. Press [F7] *edit/test.*
- d. Edit the parameters for the modem. (See next page for field definitions.)
- e. Press [F2] *Save.*

TESTING THE MODEM

- a. Use the arrow keys to highlight the field *Change/Test Modem:* and then press [SPACE].
- b. Use the Up/Dn arrows to select modem to be tested.
- c. Press [F7] *edit/test.*
- d. Use the arrow keys to highlight the field labeled *Test Command.*
- e. Enter the command to be sent to the modem.
- f. Press [F8] to send the test command to the modem.

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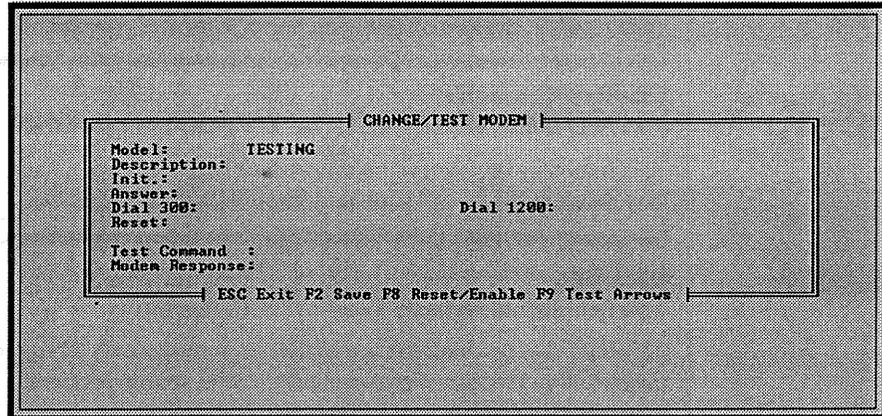
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Modems

Modem Setup Field Definitions (continued)

Listed below are definitions of each of the option fields on the *change/test modem* screen.



Model

Model

This field may only be edited when adding or cloning a new modem definition file.

- a. Enter the model name of the modem that will use these setup parameters.
 - Any combination of up to 20 alpha/numeric characters may be used.Example: PROTEL

Description

Description

Enter a descriptive comment that can be associated with the modem being defined. Any combination of up to 40 alpha/numeric characters may be used. Example: PROTEL

Init

Init

Use this field to specify the command that the program should send to the modem to initialize it. If this string needs to be modified, reference your modem manual for acceptable command codes and then specify the applicable string.

Note: By default the program assumes that a Protel modem is being used and thus sets up the initialization string for this modem. If a non Protel modem is used the initialization string must be reset for the modem being used. In addition, the option labeled "Protel Modem?" must be set to "N".

Answer

Answer

This field is used to specify the command that instructs the modem to answer incoming calls. This command is usually defined as *ATA*. If this string needs to be modified, reference your modem manual for acceptable command codes.

The number of rings that the modem will wait before answering an incoming call is defined in the "S0" register of the initialization string. For more information on changing this setting, reference your modem manual.

Dial 300

Dial 300

Enter the command that will instruct the modem to dial for connection at 300 bps. This command is usually set to *ATDT* which tells the modem to dial the number in DTMF. If the phone needs to dial in pulse (DP,) the dial string should be set to *ATDP*.

The dial command instructs the modem to go off hook and dial the numbers following the dial command. The numbers to be dialed are defined in the *Auto Polling* and *Manual Polling* section of the program.

For more information on variations of the dial command, reference your modem manual.

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Modems

Modem Setup Field Definitions (continued)

Dial 1200

Dial 1200

Enter the command that will instruct the modem to dial for connection at 1200 bps. This command is usually set to *ATDT* which tells the modem to dial the number in DTMF. If the phone needs to dial in pulse (DP,) the dial string should be set to *ATDP*.

The dial command instructs the modem to go off hook and dial the numbers following the dial command. The numbers to be dialed by the program are defined in the *Auto Polling* and *Manual Polling* section of the program.

For more information on variations of the dial command, reference your modem manual.

Reset

Reset

Enter the command that will instruct the modem to reset. This command is used to reset all command variables and registers to their default values and also erase any commands currently in the modem's command buffer.

The reset command is usually set to *ATZ*.

Test Command

Test Command

Specify the commands to be used to test the modem. Reference your modem manual for a listing of modem test commands.

This concludes the definitions of the modem setup fields.

Modems

View Communication Errors

This function may be used to view a report, on screen, detailing errors that occurred during communication between the computer and the phones.

Listed below are descriptions of each of the fields of information that may be displayed on this screen.

Date	Time	Group	Site	P#	E#	Error
08/23/94	15:05	000000	8138165555	0	99	Call was stopped manually
08/23/94	15:01	000000	8138165555	0	99	Call was stopped manually
08/22/94	16:25	000000	8138165555	0	99	Call was stopped manually
08/22/94	16:25	000000	8138165555	0	21	Full download failure
08/22/94	16:10	000000	8138165555	0	21	Full download failure
08/22/94	16:07	000000	8138165555	0	21	Full download failure
08/22/94	16:02	999999	8165555555	0	21	Full download failure
08/22/94	16:01	999999	8165555555	0	99	Call was stopped manually
08/22/94	16:00	999999	8165555555	0	99	Call was stopped manually
08/22/94	14:34	999999	8165555555	0	21	Full download failure
08/22/94	12:18	999999	8165555555	0	21	Full download failure
08/22/94	12:13	999999	8165555555	0	21	Full download failure
08/22/94	12:09	999999	8165555555	0	21	Full download failure
08/22/94	10:09	999999	8165555555	0	20	Full dwnld failure, timeout
08/22/94	10:00	999999	8165555555	0	13	Security code command timeout
08/20/94	13:51	999999	8165555555	0	21	Full download failure
08/20/94	13:50	999999	8165555555	0	99	Call was stopped manually

Report Information

The information included in the report is as follows:

- Date** Date that the error occurred.
- Time** Time of day that the error occurred.
- Group** Group that the phone is assigned to.
- Site** Telephone number of the phone site.
- P#** Modem port communicating with the phone.

0 = COM1
1 = COM2
2 = DIGI1
3 = DIGI2
"
"
9 = DIGI8

- E#** A number indicating the error that occurred.
- Error** A message describing the error that occurred.

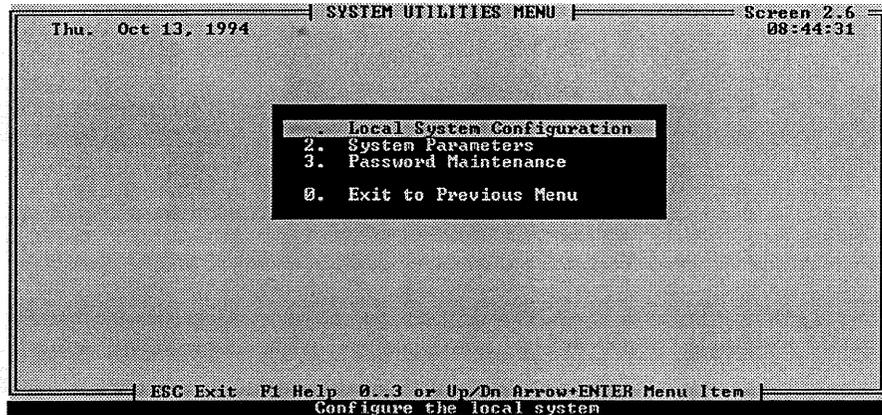
Chapter 8
System Utilities

System Utilities

Overview

This area of the program is used to perform functions such as defining path names for network users, enabling/disabling modem ports, specifying the time zone that the computer is located in, enabling/disabling function key use for *Save* and *Confirm* operations, specifying if the system administrator should be forced to change his/her login password on a regular basis, and defining User Id's and passwords for ExpressNet® users.

Listed below are descriptions of the options available from this menu.



Local System Configuration

Local System Configuration

This area of the program is used to define the directories on the local hard disk or the directories on the Local Area Network that should be used to store files. Different directories may be specified for local files, site files, parameter files, CDR files, and system files. In addition, the modem ports to be used for communication between the computer and the phones are selected here.

System Parameters

System Parameters

This function allows the editing of parameters that are common to all of the computers that are connected together running this program.

If you are on a LAN, the settings specified using this function will effect all of the computers on the LAN. If you are not operating on a network, the settings specified when using this option effect only the local computer.

Parameters settings that may be defined using this function include:

- Time zone of the computer.
- Enable/disable the verify prompt for [ESC] key usage.
- Enable/disable the verify prompt for [F2] key usage.
- Enable/disable system administrator's password time-out.

Password Maintenance

Password Maintenance

This function allows the system administrator to add, edit or delete user passwords and login names. This function may also be used to define security levels for users.

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System Utilities

Local System Configuration

This area of the program is used to define the directories on the local hard disk or the directories on the Local Area Network that should be used to store files. Different directories may be specified for local files, site files, parameter files, CDR files and system files. In addition, the modem ports to be used for communication between the computer and the phones are selected here.

Listed below are definitions of the parameter fields on this screen.

The screenshot shows a window titled 'SYSTEM CONFIGURATION' with a date of 'Thu, Oct 13, 1994' and a time of '08:45:11'. The window contains the following text:

```
Date configured: 10/06/94
Local Files : C:\XNET3\LOCAL\ [edit]
Site Files  : C:\XNET3\SITES\  [edit]
Param. Files: C:\XNET3\PARAM\ [edit]
CDR Files   : C:\XNET3\CDR\   [edit]
System Files: C:\XNET3\SYS\   [edit]

COM 1: Not Present [ ] Selected
COM 2: Present     [ ] Selected
PORT 1: Not Present [ ] Selected
PORT 2: Not Present [ ] Selected
PORT 3: Not Present [ ] Selected
PORT 4: Not Present [ ] Selected
PORT 5: Not Present [ ] Selected
PORT 6: Not Present [ ] Selected
PORT 7: Not Present [ ] Selected
PORT 8: Not Present [ ] Selected
```

At the bottom of the window, there is a status bar with the text: 'ESC Exit F1 Help F2 Save' and 'Enter drive and subdirectory path name for local files'.

Path for Local Files

Local Files

This field is used to specify the disk drive and subdirectory path to be used to store the *local* files. Local files are files that contain data that is specific to the computer that is running the program. These files include PORTS.DAT, GROUPS.DAT, and EDMANPOL.DAT.

- Use the arrow keys to highlight the field labeled *edit*.
- Press [Space] to modify this field.
- Enter the path (drive/subdirectory) to be used to store the *local* files.

PORTS.DAT

Stores configuration data for the communications ports on this computer system.

EDMANPOL.DAT

Stores the temporary list of phones that are being polled manually on this computer system.

GROUPS.DAT

Contains group numbers associated with polling lists.

POLLIST.DAT

Contains polling list information associated with the automatic polling function.

REPCTL.DAT

This file contains report definition files.

Note: Every computer on the LAN will have its own local directory that will be used to store the local files. Even if you are operating on a LAN, the path for your local files should be set to the same directory that the program is installed to (Example: C:\XNET.)

Site Files

This field is used to specify the disk drive and subdirectory path to be used to store the *site* file. The site file contains site specific information. This file is called SITE.DAT. The SITE.DAT file can get very large. You may want to put this file on another disk drive or in another subdirectory if it gets too large. On a LAN, the SITE.DAT file is shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNET\SITES.

- Use the arrow keys to highlight the field labeled *edit*.
- Press [Space] to modify this field.
- Enter the path (drive/subdirectory) to be used to store the *site* file.

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System Utilities

Local System
Configuration
(continued)

Path for Parameter Files

Parameter Files

This field is used to specify the disk drive and subdirectory path to be used to store the *parameter* files. Parameter files contain the settings for call costing and options/register parameters. These files are called CALLCOST.DAT and MISCOPT.DAT

On a LAN, the parameter files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNETPARAM.

- a. Use the arrow keys to highlight the field labeled *edit*.
- b. Press [Space] to modify this field.
- c. Enter the path (drive/subdirectory) to be used to store the *parameter* files.

- CALLCOST.DAT Call costing data and routing information.
- MISCOPT.DAT Options/registers information..
- OCALCOST.DAT Call costing data.
- MODEM.DAT Modem parameters for each system.

Path for CDR Files

CDR Files

This field is used to specify the disk drive and subdirectory path to be used to store the *CDR* files. CDR files contain the following information as received from the phones: billing data, audit CDR data, call accounting data, coin history data, and the log of communications errors.

On a LAN, CDR files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNETCDR

The data stored in this directory includes:

- AUDITCDR.DAT Audit CDR data, also known as the non-card CDR, or SMDR.
- CALLACCT.DAT Call accounting data.
- COIN.DAT Coin history and phone flags.
- COMMERR.DAT Communications errors.

- a. Use the arrow keys to highlight the field labeled *edit*.
- b. Press [Space] to modify this field.
- c. Enter the path (drive/subdirectory) to be used to store the *CDR* files.

Path for System Files

System Files

This field is used to specify the disk drive and subdirectory path to be used to store the *System* files. System files contain information on polling parameters, modem parameters, password and login names and report definition files.

On a LAN, system files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNETSYS.

The data stored in this directory includes:

- X3SYSPAR.DAT ... System parameters for all computers on the LAN.
- PASSWORD.DAT .. Logins and passwords in an encrypted form.

- a. Use the arrow keys to highlight the field labeled *edit*.
- b. Press [Space] to modify this field.
- c. Enter the path (drive/subdirectory) to be used to store the *system* files.

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System Utilities

Local System
Configuration
(continued)

Selecting COM 1

COM 1

Use this option to enable or disable the COM1 communications port (assuming that there is a MODEM attached to COM1).

- a. Select the following keys beginning from the main menu screen:

[6] *System Utilities Menu*
[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field labeled *COM 1*:

- c. Press [Space] to modify the setting for this field.

[√] = **Enable Port** [] = **Disable Port**

NOTE 1: This option should be disabled if the modem attached to this port is defective or if the phone line is bad.

Selecting COM 2

COM 2

Use this option to enable or disable the COM2 communications port (assuming that there is a MODEM attached to COM2).

- a. Select the following keys beginning from the main menu screen:

[6] *System Utilities Menu*
[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field labeled *COM 2*:

- c. Press [Space] to modify the setting for this field.

[√] = **Enable Port** [] = **Disable Port**

NOTE 1: This option is not applicable if a "Digiboard" eight port card is being used.

NOTE 2: This option should be disabled if the modem attached to this port is defective or if the phone line is bad.

Selecting Ports 1 thru 8

PORT 1 through PORT 8

Use this option to enable or disable PORT 1 through PORT 8 on the Digiboard eight port board (assuming that there are modems attached to these ports.)

- a. Select the following keys beginning from the main menu screen:

[6] *System Utilities Menu*
[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field(s) labeled *PORT 1 - 8*:

- c. Press [Space] to modify the setting for this field.

[√] = **Enable Port** [] = **Disable Port**

NOTE 1: The port should be disabled if there is no modem attached or if the modem attached to the port is defective or if the phone line is bad.

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System Utilities

System Parameters

Overview

This function allows the editing of parameters that are global to all of the computers that are connected together and running this program.

If you are on a LAN, the settings specified using this function will effect all of the computers on the LAN.

If you are not operating on a network, the settings specified when using this option effect only the local computer.

Parameters that may be defined using this function include:

- Time zone of the computer.
- Enable/disable the verify prompt for [ESC] key usage.
- Enable/disable the verify prompt for [F2] key usage.
- Enable/disable download compression.
- Enable/disable system administrator's password time-out.

Editing System Parameters

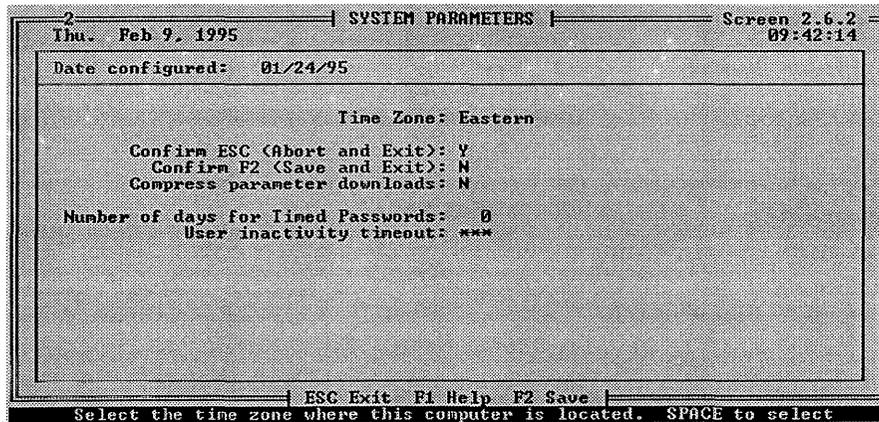
Use the following instructions to edit the system parameters

- a. Select the following keys beginning from the main menu screen:

[6] *System Utilities Menu*

[2] *System Parameters*

- b. Use the arrow keys to select and then edit, as necessary, the settings for the system parameters. Definitions of each of the options are as listed below.



Time Zone

Time Zone

Specify the time zone that the computer is located in. (This field is normally left blank unless the program is running on a local area network [LAN].) This setting is used by the computer to calculate local time zones for polling/reporting purposes.

- a. Press [SPACE] for listing of time zones.

Time Zones

Hawaii
Yukon
Pacific
Mountain
Central
Eastern
Atlantic

Confirming Escape (exit)

Confirm Escape Key

Specify if the computer should prompt the user to confirm an attempt to exit when the [ESC] key is pressed. The prompt is as follows: *EXIT Without Saving?*

If enabled, and there were changes made to the options on the screen, this message is displayed after the [ESC] key is pressed.

Enabling this option provides a second chance to save if the user accidentally presses the [ESC] key. However, confirmation will be required every time the [ESC] key is pressed (if data was changed).

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System Utilities

System Parameters (continued)

Confirming Save

Confirm F2 Key

Specify if the computer should prompt the user to confirm an attempt to save changes when the [F2] key is pressed. The prompt is as follows: *Save Changes?*.

If enabled, and there were changes made to the options on the screen, this message is displayed after the [F2] key is pressed.

This option provides protection against saving accidental changes. However, confirmation will be required every time the [F2] key is pressed (if data was changed).

Compress Parameter Downloads

Compress Parameter Downloads

Specify if a compressed data format should be used when the computer transfers costing data and options & registers data to the phone. Enabling this option results in faster download times but some systems may experience errors during the data transfer. In this situation this option should be disabled.

Number of Days Before Password Time-out

Number of days for timed password

Specify the number of days (if any) that should be allowed to pass before a user must change his/her password. This is the number of days since the password was last changed.

- Legal values are 0 through 120.
- Values from 1 to 120 specify the number of days before a user will be required to change their password.
- A value of zero (0) causes the system to not time passwords.

Note: When changing passwords, the system requires that the user's old password be entered prior to specifying the new password.

User Inactivity Time-out

User Inactivity Time-out

Specify how much time should be allowed to pass, with no keyboard activity detected, before the program automatically returns to the password screen. Once returned to the password screen the user must reenter his/her password to regain access to the functions of the program.

- Legal values for this field are 0 - 999
- The value entered in this field is measured in minutes.
- If a value of zero is entered, user inactivity does not cause the program to return to the password screen.

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System Utilities

Password Maintenance

This function allows the system administrator to add, edit or delete user passwords and login names. This function may also be used to define security levels for users.

```
Thu. Oct 13. 1994      EDIT PASSWORD for User : JUNK      2.6.3
                                                                08:47:15

Desc:
Password:
Confirm Password:
Access Level: 3

ESC Abort  F1 Help  F2 Save  Arrows
Enter Information about the user
```

Desc

Desc

Enter a descriptive comment that can be associated with the password being defined (example: John Doe's Password). Any combination of up to 40 alpha/numeric characters may be used.

Password

Password

Enter an 8 character password that the user will have to type when logging on to the program. The user will be required to enter this password to gain access to the program.

The characters of the password are not displayed on the screen as they are typed. This ensures confidentiality of the user's password.

NOTES:

- Passwords must be 8 characters in length.
- Any combination of alpha/numeric characters (except spaces) may be used.
- Passwords are NOT case sensitive.

Confirm Password

Confirm Password

Reenter the eight character password that was specified in the previous field. This field is used as verification to ensure that the password was entered correctly.

The characters of the password are not displayed on the screen as to maintain confidentiality.

Access Level

Access Level

Enter the number that corresponds to the level of access that this user should be granted. Access numbers are defined as follows:

- 1 = Users assigned an access level of *1* are granted full access to all functions/features of the program. The system administrator should be set to an access level of *1*.
- 2 = Access level *2* grants access to all functions/ features of the program except for *Utilities*.
- 3 = Access level *3* grants access to all functions/ features of the program except for *Utilities* and any functions related to billing CDR records.
- 4 = Same as access level *3* except that the user may not edit any option settings.

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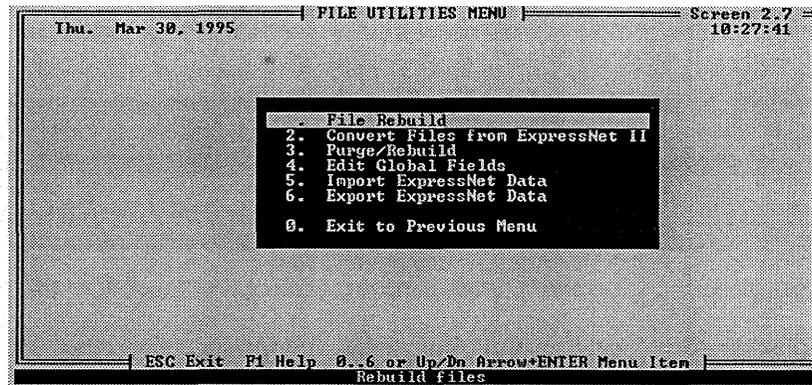
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Chapter 9
File Utilities

File Utilities

Overview

This area of the program is used to perform functions such as packing and rebuilding files that are used by the program. Files may be converted from ExpressNet II® for use in this program, and previously processed records may be deleted from the database. Parameter settings may be changed globally throughout the program using a single function and records may be imported and exported for backup purposes or for use on another computer running this program.



File Rebuild

File Rebuild

This function may be used to reconstruct files that have become corrupt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is normally used in situations where difficulty is experienced in accessing data that is stored in a file. Upon selection of this function you are prompted to specify the files that you want to be rebuilt.

WARNING!! THIS FUNCTION SHOULD ONLY BE PERFORMED BY THE SYSTEM ADMINISTRATOR!

Convert files from ExpressNet II

Convert files from ExpressNet II®

This function is used to convert ExpressNet II® account/data files into a format that can be processed by ExpressNet®. Once the files are converted the program may be used to manage your existing phone sites.

The data to be converted to ExpressNet® MUST have been previously exported from ExpressNet II using the program called **BUILD3**. BUILD3 is a stand-alone program that resides in the following directory on the computer running ExpressNet II®: \XPRESNET. Once the files have been exported from ExpressNet II® they must be copied to the following directory before using this function to convert them: \XNET\SITES\XNET2

Purge/ Rebuild

Purge/ Rebuild

This function may be used to perform maintenance on the files that are processed by the program. Records may be purged (marked records deleted) and rebuilt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is used to ensure that unnecessary information does not cause the files to become too large.

Edit Global Fields

Edit Global Fields

This function may be used to change the setting(s) of specific parameters throughout a range of site account records and/or options & registers records. Changes may be made to the following parameters: costing record name, options & registers record name, downloadable software file name, dialing pattern, reporting number, security access code #1.

Importing Data

Import ExpressNet Data

This function may be used to import data that originated from another computer running this program. The type of data that may be imported includes the following: site records, costing records, and options & registers

Exporting Data

Export ExpressNet Data

This function may be used to export data out of the program. This is useful for backing up or transferring data from one system to another. The type of data that may be exported includes the following: site records, costing records, and options & registers.

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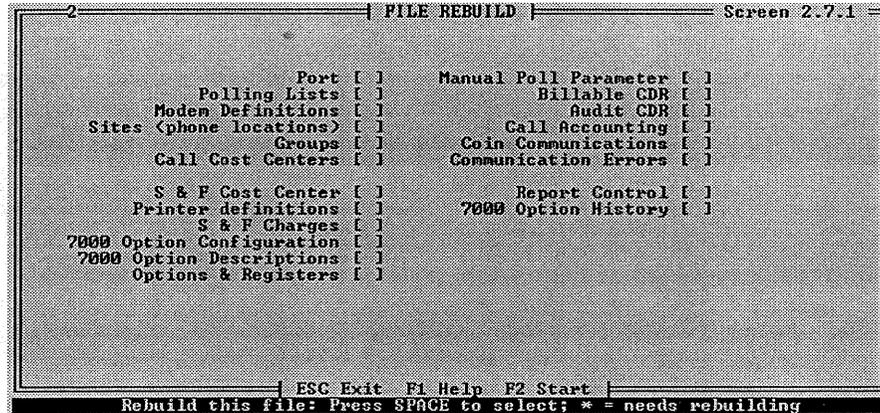
File Utilities

File Rebuild

This function may be used to reconstruct files that have become corrupt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is normally used in situations where difficulty is experienced in accessing data that is stored in a file.

Listed below are definitions of each of the options available when using this function.

WARNING!! THIS FUNCTION SHOULD ONLY BE PERFORMED BY THE SYSTEM ADMINISTRATOR.



Port

Port

Specify if the file that contains modem parameter settings should be rebuilt. This file defines the protocol used for communication with the phones and also specifies if incoming/outgoing calls are allowed through the modem port.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- Press [SPACE] to toggle between [√] and [].

[√] = Modem setup file will be rebuilt immediately after the [F2] key is pressed.

[] = Modem setup file will not be rebuilt.

Polling Lists

Polling Lists

Specify if the polling list file should be rebuilt. This file contains parameters that determine which actions should be performed during the automatic polling process.

This file should be rebuilt any time numerous deletes or changes have been made to polling list parameters or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

This will ensure integrity of the data stored in the file.

- Press [SPACE] to toggle between [√] and [].

[√] = Polling list file will be rebuilt immediately after the [F2] key is pressed.

[] = Polling list file will not be rebuilt.

Modem Definitions

Modem Definitions

Specify if the modem definition file should be rebuilt. This file defines initialization strings, dial strings, answer strings, etc... for the modems.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- Press [SPACE] to toggle between [√] and [].

[√] = Modem definition file will be rebuilt immediately after the [F2] key is pressed.

[] = Modem definition file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Sites

Sites (Phone Locations)

Specify if the site record file should be rebuilt. This file contains information about each payphone site. Information such as group numbers, costing/options record assignments, authcodes, etc... are stored in this file.

This file should be rebuilt any time numerous deletes or changes have been made to site records or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The site file will be rebuilt immediately after the [F2] key is pressed.

[] = The site file will not be rebuilt.

Groups

Groups

Specify if the Groups file should be rebuilt. This file contains information showing which phone groups have been assigned to which polling lists. Group/Polling list assignments are defined in the Automatic Polling section of the program in the field labeled *Group Assignment* (Screen 2.5.2.1).

This file should be rebuilt any time numerous deletes or changes have been made to the polling/group assignment list or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The group file will be rebuilt immediately after the [F2] key is pressed.

[] = The group file will not be rebuilt.

Call Cost Centers

Call Cost Centers

Specify if the call costing center file should be rebuilt. This file contains information that determines charges for calls made on the phones. In addition, this file also contains parameters that determine how calls are processed. This file should be rebuilt any time numerous deletes or changes have been made to the call costing centers area of the program or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The call costing center file will be rebuilt immediately after the [F2] key is pressed.

[] = The call costing center file will not be rebuilt.

Printer Definitions

Printer Definitions

Specify if the file containing printer specifications should be packed (blank records deleted from the file). This file contains information on compressed/uncompressed print codes and defines whether the printer is local, on a LAN, or if no printer is attached.

This file should be rebuilt any time numerous changes have been made to the printer definition settings or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The printer definition file will be packed immediately after the [F2] key is pressed.

[] = The costing record file will not be packed.

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File Utilities

File Rebuild Field Definitions (continued)

7000 Option Configurations

7000 Option Configurations

Specify if the 7000 Option Configurations file should be rebuilt. This file contains information that indicates which option boards are installed, and the status of each board.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The file containing 7000 options configuration information will be rebuilt immediately after the [F2] key is pressed.

[] = The 7000 options configuration file will not be rebuilt.

7000 Option Descriptions

7000 Option Descriptions

Specify if the 7000 Option Descriptions file should be rebuilt. This file contains text descriptions of the 7000 Series option boards that are installed in the phones.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The file containing 7000 option descriptions information will be rebuilt immediately after the [F2] key is pressed.

[] = The 7000 options configuration file will not be rebuilt.

Options & Registers

Options & Registers

Specify if the Options & Registers file should be rebuilt. This file contains the settings of the parameters that are in the Options & Registers area of the program. Information such as polling window settings, security codes, central office delays, etc... are set here.

This file should be rebuilt any time numerous deletes or changes have been made to the Options & Registers settings or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The Options & Registers file will be rebuilt immediately after the [F2] key is pressed.

[] = The Options & Registers file will not be rebuilt.

Manual Poll Parameter

Manual Poll Parameter

Specify if the manual polling parameter file should be rebuilt. This file defines the actions to be performed during the manual polling process.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) during manual polling or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The manual polling file will be rebuilt immediately after the [F2] key is pressed.

[] = The manual polling file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Audit CDR

Audit CDR

Specify if the file containing non-card CDR data (received from phones) should be rebuilt. This file contains information on the non-Store & Forward calls that have been made on the phones.

This file should be rebuilt any time trouble is experienced accessing the non-Store & Forward CDR data or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The audit CDR file will be packed immediately after the [F2] key is pressed.

[] = The audit CDR file will not be packed.

Call Accounting

Call Accounting

Specify if the call accounting file should be rebuilt. Call accounting data includes information such as:

- The types of calls made on the phone (i.e. coin, interstate interlata, etc;)
- The number of calls made on the phone.
- The amount charged for each call.
- The number of minutes that each call lasted.

This file should be rebuilt any time trouble is experienced accessing the data in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The call accounting file will be packed immediately after the [F2] key is pressed.

[] = The call accounting file will not be packed.

Coin Communications

Coin Communications

Specify if the coin communications file should be rebuilt. This file contains the same information as that which is printed in the coin communications report.

This file should be rebuilt any time trouble is experienced accessing the data stored in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The coin communications file will be rebuilt immediately after the [F2] key is pressed.

[] = The coin communications file will not be rebuilt.

Communication Errors

Communication Errors

Specify if the communication error file should be rebuilt. This file contains the same information as that which is printed in the communications errors report.

This file should be rebuilt any time trouble is experienced accessing the data in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [] and [].

[] = The communications errors file is rebuilt immediately after the [F2] key is pressed.

[] = The coin information file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Report Control

Report Control

Specify if the report control file should be rebuilt. This file contains report definition parameters. Information such as the following is included in this file; how often reports are to be printed, which reports are to be printed, which accounts are to be included in the reports, etc.

This file should be rebuilt any time trouble is experienced generating predefined reports or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The report control file is rebuilt immediately after the [F2] key is pressed.

[] = The report control file will not be rebuilt.

Option History

7000 Option History

Specify if the 7000 option history file should be rebuilt. This file contains a history of status messages pertaining to the 7000 option boards.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

a. Press [SPACE] to toggle between [√] and [].

[√] = The 7000 option history file is rebuilt immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be rebuilt.

File Utilities

Convert Files from ExpressNet II

This function is used to convert ExpressNet II accounting data files into a format that can be processed by ExpressNet®. Once your files are converted, ExpressNet may be used to manage your existing phone sites.

The data to be converted to ExpressNet® MUST have been previously exported from ExpressNet II using the program called **BUILDX3**. BUILDX3 is a stand-alone program that resides in the following directory on the computer running ExpressNet II: \XPRESNET. Once the files have been exported from ExpressNet II they must be copied to the following directory before using this function to convert them: \XNETSITES\XNET2

Use the procedure below to convert your phone accounts and associated data from ExpressNet II to a format that is recognized by ExpressNet®.

Exporting ExpressNet II files for use in ExpressNet

This procedure assumes that ExpressNet® is currently installed on the same computer as ExpressNet II® and that you have the **BUILDX3** utility available.

- a. Beginning from the DOS prompt, ensure that the file **BUILDX3.EXE** resides in the directory where the ExpressNet II program is located (Normally this is: \XPRESNET) If necessary, copy the **BUILDX3** file to the applicable directory.
 - The **BUILDX3** program was either distributed with your copy of ExpressNet II® or with the ExpressNet® program. If necessary, contact Protel Customer Service for information on obtaining this program.
- b. Change your current directory to where the ExpressNet II program is located. This is usually accomplished by typing **CD\XPRESNET**.
- c. Type **BUILDX3** and then press [ENTER]
 - A screen similar to the following should be displayed.

```
TRANSFER EXPRESSNET 2 FILES TO EXPRESSNET
Version 1.21

Enter Range of Group Numbers to transfer:
From 0000 through 9999

Path name for Destination Files:
>

Transfer Expressnet 2 CDR files (Y/N)? N
Path name:
>

<F8 Process Groups> <F9 Help> <F10 Exit>
```

- d. In the field labeled **From** enter the beginning group number in the range of accounts that you want to be converted to ExpressNet.
- e. In the field labeled **through** enter the last group number in the range of accounts that you want to be converted to ExpressNet.
- f. In the field labeled **Path name for Destination Files:**, verify that the specified path reflects the destination of where the converted files should be sent. The default path for these files is as follows: **C:\XNETSITES\XNET2**. If necessary, change the path name to reflect the location of where you want the files to be sent.

ExpressNet®

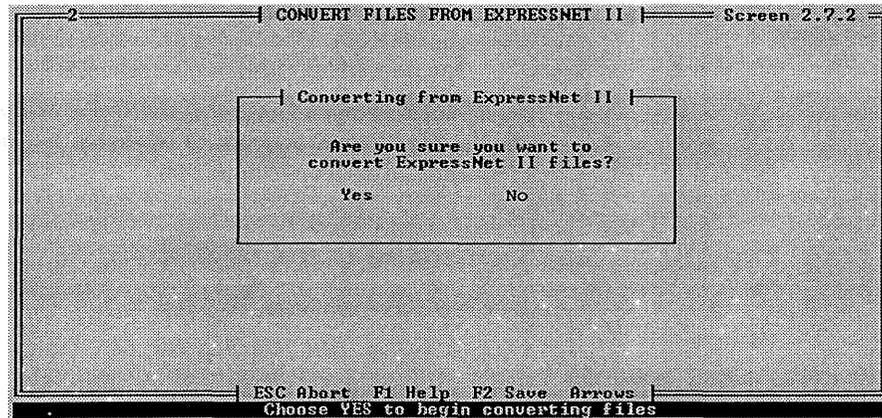
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File Utilities

Convert Files from ExpressNet II (continued)

- g. Answer Y or N to the following question: "Transfer ExpressNet 2 CDR files (Y/N?)"
- h. In the field labeled *Path name:*, verify that the specified path reflects the location of where the ExpressNet II CDR files currently reside. If necessary, change the path to reflect the actual location of the CDR files.
- i. Press [F8] *Process Groups*.
- j. Start the ExpressNet® program.
- k. Press the following keys beginning from the Main Menu screen:
 - [7] *File Utilities*
 - [2] *Convert Files from ExpressNet II*.
 - A screen similar to the following should be displayed.



- l. Press [Y] at the following prompt: *Are you sure that you want to convert ExpressNet II files?*
 - After the conversion process is complete all existing phone accounts should be maintained using ExpressNet®.

Note 1: Only those costing records and options & register records that are assigned to an existing ExpressNet II® account will be converted.

Note 2: If an ExpressNet II® account that you want to convert has the same name as an existing ExpressNet® account, the account will not be converted.

File Utilities

Purge/Rebuild

Purging & Rebuilding files

This function may be used to perform maintenance on the files that are processed by the program. Records may be purged (marked records deleted) and rebuilt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is used to ensure that unnecessary information does not cause the files to become too large.

Use the information below to purge and rebuild files.

- a. Press the following keys beginning from the main menu screen.
[7] *File Utilities*
[3] *Purge/Rebuild*
- b. In the field labeled *Purge records before this date*: enter the date from which all records that are marked with a date prior to this date will be purged.
- c. Define all applicable parameter settings on the screen shown below. Reference the field definitions below for descriptions of each field.
- d. Press [F2] *Save* to begin the purge/rebuild process.

The screenshot shows a terminal window titled 'PURGE/REBUILD' and 'Screen 2.7.3'. The main content is a form with the following fields:

- Purge Records Before This Date: / /
- From Group:
- To Group:
- From Phone #:
- To Phone #:

Below these fields is a table with columns: Purge, Rebuild, Purged, Removed, Rebuilt.

	Purge	Rebuild	Purged	Removed	Rebuilt
Coin Communications	[]	[]			
Audit CDR	[]	[]			
Call Accounting	[]	[]			
Communication Errors	[]	[]			
7000 Option History	[]	[]			

At the bottom of the screen, there is a footer: ESC Exit F1 Help F2 Start. Enter the date to purge from.

Field Definitions

Listed below are definitions of the parameter fields on the screen shown below.

Purge Records Before This Date

Enter the date from which all records that are marked with a date prior to this date will be purged (deleted).

From Group

Enter the first group number to be included in the range of groups that are to have records purged from the database. Group numbers must be 6 digits in length.

To Group

Enter the last group number to be included in the range of groups that are to have records purged from the database. Group numbers must be 6 digits in length.

From Phone

Enter the first site phone number to be included in the range of records that are to be purged from the database. Phone numbers must be 10 digits in length (NPANXXXXXX).

To Phone

Enter the last site phone number to be included in the range of records that are to be purged from the database. Phone numbers must be 10 digits in length (NPANXXXXXX).

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File Utilities

Purge/Rebuild
(continued)

Field Definitions (continued)

Coin Communications

Specify if records in the coin communications file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Coin communications records contain the same information as that which is printed in the coin communications report.

- a. Press [SPACE] to toggle between [] and [].

PURGE

[] = Coin communication records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = Coin communication records will not be purged.

REBUILD

[] = The coin communications file is rebuilt immediately after the [F2] key is pressed.

[] = The coin communications file will not be rebuilt.

Audit CDR

Specify if the records in the audit CDR file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Audit CDR records contain the same information as that which is printed in the Audit CDR report.

- a. Press [SPACE] to toggle between [] and [].

PURGE

[] = Audit CDR records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = Audit records will not be purged.

REBUILD

[] = The audit CDR file will be rebuilt immediately after the [F2] key is pressed.

[] = The audit CDR file will not be rebuilt.

Call Accounting

Specify if the records in the call accounting file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Call Accounting records contain the same information as that which is printed in the call accounting report.

- a. Press [SPACE] to toggle between [] and [].

PURGE

[] = Call accounting records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = Call accounting records will not be purged.

REBUILD

[] = The call accounting file will be rebuilt immediately after the [F2] key is pressed.

[] = The call accounting file will not be rebuilt.

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File Utilities

Purge/Rebuild
(continued)

Field Definitions (continued)

Communication Errors

Specify if the records in the communication error file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Communication error records contain the same information as that which is printed in the communication error report.

- a. Press [SPACE] to toggle between [] and [].

PURGE

[] = Communication error records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = Communication error records will not be deleted

REBUILD

[] = The communication error file is rebuilt immediately after the [F2] key is pressed.

[] = The communication error file will not be rebuilt

7000 Option History

Specify if the 7000 option history file should be deleted and/or if the file should be rebuilt.. **This file contains a history of status messages pertaining to the 7000 option boards.**

- a. Press [SPACE] to toggle between [] and [].

PURGE

[] = The 7000 option history file associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be deleted.

REBUILD

[] = The 7000 option history file is rebuilt immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be rebuilt.

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File Utilities

Edit Global Fields

This function may be used to change the setting(s) of specific parameters throughout a range of site account records and/or options & registers records.

The parameters that may be changed are as follows:

Site Accounts	Options & Registers Record
Costing record name	Reporting Number
Misc options record name	Security Access Code #1
Downloadable software file name	
Dialing pattern	

Use the procedure below to globally edit settings within a range of phone account records.

- a. Select the following keys beginning from the main menu screen.

[7] *File Utilities*

[4] *Edit Global Fields*

- b. In the fields labeled *From Group* and *To Group*, specify the beginning and ending group numbers in the range of groups to be affected by the specified changes.
- c. In the fields labeled *From Phone* and *To Phone*, specify the beginning and ending phone numbers in the range of phone accounts to be affected by the specified changes.
- d. In the fields labeled *Costing Record*, *Options Record*, *Download Software*, and *Dial Pattern*, specify the new settings (changes), if any, to be assigned in the records specified in the group/phone range fields.

Note: Reference the following page for definitions of each of the fields on this screen

Use the procedure below to globally edit settings within a range of options & registers records.

- a. Press the following keys beginning from the Main Menu screen.

[7] *File Utilities*

[4] *Edit Global Fields*

- b. In the fields labeled *From Record Name* and *To Record Name*, specify the beginning and ending Options & Registers record names in the range of records to be affected by the changes specified in the fields labeled *Reporting Number* and *Security Number* on this screen.
- c. In the fields labeled *reporting number* and *Security Access Code*, specify the new settings (changes), if any, to be assigned in the specified range of records.

Note: Reference the following page for definitions of each of the fields on this screen

Global Editing of Site Account Parameters

Global Editing of Opt & Reg Settings

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File Utilities

Edit Global Fields
(continued)

Field Definitions

From Group

Enter the first group number in the range of groups to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

To Group

Enter the last group number in the range of groups to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

From Phone

Enter the first site phone number in the range of phone sites to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

To Phone

Enter the last site phone number in the range of phone sites to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

Costing Record

Specify the name of the costing record to be assigned to each account specified in the group/phone range.

- a. Press [SPACE] for listing of available costing records.

Options Record

Specify the name of the options record to be assigned to each accounts specified in the group/phone range.

- a. Press [SPACE] for listing of available options records.

Download Software

Specify the name of the software file to be assigned to each account specified in the group/phone range.

- a. Press [SPACE] for listing of available software files.

Dial Pattern

Specify the dial pattern to be used for polling phones. The selected dial pattern will be assigned to each of the accounts specified in the group/phone range.

This function is useful in situations where the dialing pattern to reach the phones has changed. As an example, if the computer's dialing pattern to reach the phones was 1+7 digits but the dialing pattern changed to 1+ 10 digits, this option could be used to globally change the dialing pattern in the specified range of accounts.

- a. Press [SPACE] for listing of available options records.

From Record Name

Specify the first Options/Registers record to be included in the range of records to be edited.

- a. Press [SPACE] for listing of record names.

To Record Name

This field is used to specify the last Options/Registers record in the range of records to be edited.

Press [SPACE] for listing of record names.

Reporting Number

This field may be used to specify a new REPORTING NUMBER. This number will be assigned to each of the records in the specified range of Options/Registers records. This is useful in situations where the telephone number that the phones must dial to reach the computer, has been changed.

Security Access Code

This field may be used to specify a new SECURITY CODE #1 code. This code will be assigned to each of the records in the specified range of Options/Registers records. This is useful in situations where the Security Code #1 code has changed.

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File Utilities

Import ExpressNet® Data

Importing ExpressNet® Data From Another Computer

This function may be used to import data that originated from another computer running this program. The type of data that may be imported includes the following: Site records, Costing records, Options & Registers. This import function is useful in situations where accounts that were managed using one computer need to be transferred to another computer. The information to be transferred must first be exported from one computer and then transferred (imported) to the computer that will actually be managing the phones.

Use the following procedure to import data from another computer running this program.

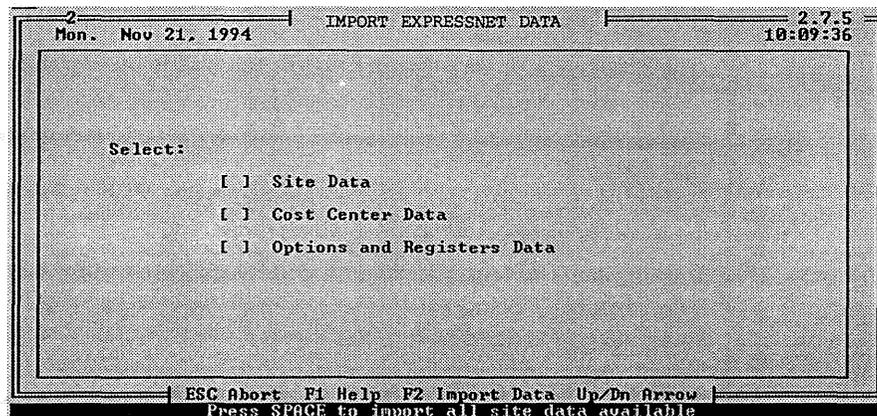
Note: Ensure that the files to be imported reside in the following directory on the computer that they are to be imported on. In addition, ensure that the file name extensions have been changed to ".IMP".

- a. If necessary, exit the program to return to the DOS prompt.
- b. Insert the disk containing the files to be imported, into the floppy drive.
- c. Log on to the floppy drive by typing A: or B: and then press [ENTER]
- d. Type **COPY *.* C:\XNET\SITES\IMPORT*.IMP**
- e. Press [ENTER]
- f. Start ExpressNet® and then select the following keys beginning from the main menu.

[7] *File Utilities*

[5] *Import ExpressNet Data*

- A screen similar to the following is displayed.



- g. Use the arrow keys to highlight the field(s) that correspond to the file types that you want to import and then press [SPACE] to select. [✓] = Selected

- h. Press [F2] *Import Data* after all applicable files have been selected.

- After the conversion process is complete, the program running on this computer will use the imported data for processing/maintaining your site accounts.

Note: You will be given the option of either overwriting or appending cost center data or options & registers data. Coin communications data, audit CDR, and call accounting information is automatically appended, not overwritten.

File Utilities

Export ExpressNet® Data

This function may be used to export data for use on another computer running this program. The type of data that may be exported includes the following: site records, costing records, and options & registers records. This export function is useful in situations where accounts that were managed using one computer need to be transferred to another computer. The information to be transferred must first be exported and then imported on the computer that will actually be managing the phones.

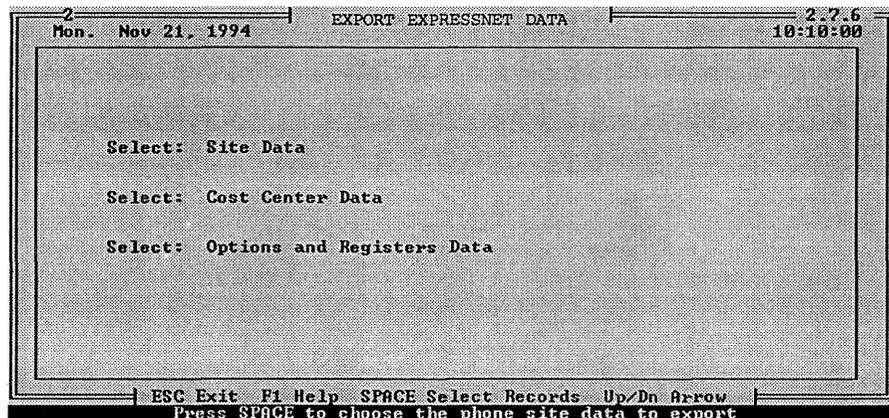
Use the following procedure to export data from this computer.

- a. Select the following keys beginning from the main menu screen.

[7] *File Utilities*

[6] *Export ExpressNet Data*

- A screen similar to the following is displayed.



- b. Use the arrow keys to highlight the field(s) that correspond to the file types to be exported and then press [SPACE].

- c. A new window is displayed prompting you to tag the particular information to be exported. A "*" next to the site/record name indicates that it is tagged for export.

Tag All Press [F8]

Tag Individual Highlight the desired site/record and then Press [SPACE].

Untag All Press [SPACE]

- d. Press [ENTER] to export the data.

- The exported data is saved to the following directory: */XNET/SITES/EXPORT*
- The following files are created as a result of an export:

Sites Data	Costing Data	Options & Registers Data
AUDITCDR.EXP CALLACCT.EXP COIN.EXP SITES.EXP	CALLCOST.EXP	MISCOPT.EXP

Note: To import the data into another computer running this program, follow the instructions in the section titled *File Utilities - Import ExpressNet Data* elsewhere in this chapter.

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

```

HELP [F1]

Definitions of each option are available by pressing [F1] "Help" while the highlight bar is positioned on the field in question.

- 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."
- E\$** **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.

Appendix D

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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