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Firmware Release: ExpressNet® Version 1.40 (Bulletin #4)
Release Date: 6/10/96
Previous Version: ExpressNet® Version 1.30

This new release of firmware includes the features and enhancements listed below.

WARNING !!!
The beginning of the software installation process displays a
message alerting the user that CA/CD phones are not supported by
this version of the program. If the user continues with the
installation of the program, and the program database contains
phones types other than DA, DD, or BC, the program may not
function properly, and/or polling functions with the unsupported
phones will not operate properly.

SOFTWARE INSTALLATION

Use the information below to upgrade from an earlier version of the ExpressNet® program to this new version. Please note that after the installation is complete, a data conversion process begins. The duration of this conversion varies depending on the speed of the computer and the number of phone sites being converted.

1. Perform a system backup before beginning the update procedure.
2. Insert the ExpressNet® Installation Disk into Drive A or B.
3. From the DOS prompt, log on to the drive by typing "A:" or "B:" and press [ENTER].
4. Type "install," and press [ENTER].
5. Press any key to continue when the screen prompts you to do so.
6. Use the arrow keys to highlight the option labeled "Replace Program and Missing Data Files," and then press [ENTER].
7. Press [ENTER] when the computer tells you that ExpressNet® is already installed and asks you if you want to reinstall to the current directory.
8. After the installation is complete, remove the installation disk and reboot the computer.

AUDIT CDR

Recording Incomplete Calls
The phone can now be set up to record incomplete calls in the Audit Call Detail Records. This option ("Record an Incomplete Call in CDR") has been added to the Options & Registers area of the program. Follow the steps below to configure this option.

    a. Select the following key beginning from the main menu: [3] *Edit Options & Registers.*
    b. Use arrow keys to highlight the record to be edited and then press [ENTER].

c. Use arrow keys to highlight the option labeled "Record an Incomplete Call in CDR" (under the "Miscellaneous Options" section.).
d. Press [SPACE] to select the setting for this option.

Yes	An Audit CDR is created regardless of whether the call was completed or incomplete
No	An Audit CDR is only created for completed calls.

Capturing Digits after 1-800 or 950 Calls

The phone can now be set up to record the digits that are dialed after a 1-800 or 950 number is dialed. This option ("Capture Digits After 1-800 or 950 Calls") has been added to the Options & Registers area of the program. Follow the steps below to configure this option.

Note: If this option is enabled, the phone saves up to 40 digits that are entered after a 1-800 or 950 number is dialed. The captured digits can be viewed either by selecting the "Audit CDR" option from the [F7] Utilities screen or by printing an audit CDR report.

a. Select the following key beginning from the main menu: [3] *Edit Options & Registers.*
b. Use arrow keys to highlight the record to be edited and then press [ENTER].
c. Use arrow keys to highlight the option labeled "Capture Digits After 1-800/950 Calls" (under the "Miscellaneous Options" section).
d. Press [SPACE] to select the setting for this option.

Yes	Phone captures digits after a 1-800 or 950 number is dialed.
No	Phone does not capture digits after a 1-800 or 950 number is dialed.

Note: Enabling this feature accelerates the use of memory within the phone that is used for call record storage.

COMMUNICATION ERRORS

Polling

Only one communication error is reported during a single polling cycle unless the second error is different than the first. Previously, in the event of a polling failure, the program would report the same error twice if it occurred during the same polling cycle. In addition, If there were no flags recorded in the Coin Communications Record, but a communications error occurred, an "FC" (Failed Communication) flag was recorded to inform the user that an error occurred during communication with the phone. The FC flag is set any time the computer connects with the phone and a communications error occurs.

COSTING RECORDS

Terminology Change

- Reference to the field labeled "Fraud" in the "Edit Cost Band" area of the program has been changed to "Frd Det" (Fraud Detect) to more accurately reflect the function's purpose.

- Cost band "0" is now displayed as a "0" instead of "." in the "Edit NXX...." area of the program.

- The function used to copy NXX assignments from one NPA to another has been renamed from "Associate" to "Clone".

- The description of cost band 106 has been changed from "Free Number" to "Misc. Number" to match the corresponding miscellaneous number option in the Options & Registers record.

Cloning
BC cost centers can no longer be cloned to DA/DD type cost centers.

Cost Band Assignments of NXX's
A function has been added to the "Edit Multi Band NPA's" area of the program that allows the user to globally change (using the [F10] key) the cost band assignment of all NXX's to the same cost band number.

Restricted Phone Numbers
Screen 2.2.6 ("Edit Restricted Phone Numbers") now displays a note indicating that the "Restricted Phone Numbers" function applies only to DD type phones.

Routing (Select-a-Carrier / Card Route Display)
ExpressNet® now supports "Select-a-Carrier" and "Card Route" messages on the Credit Express phones.

Use the information below to set up the Credit Express phones to display a message when a speed dial button is pressed.

a. Press [2] *Call Costing Records Menu* from the main menu.
b. Select a Costing Record to edit, and then press [ENTER].
c. Press [5] *Edit Routes*
d. Press [F7] *Change Messages*
e. Enter the messages to be displayed on the LCD.
f. Press [F2] to save changes and exit the screen.

Reference the ExpressNet® help screen for additional information.

OPTIONS AND REGISTERS

Help Screen Updates
The ExpressNet® help screens have been updated to reflect information on the following options for Credit Express phones, "Enable initial time message" [123], "Enable credit card messages" [125]. Previously, the help screens did not include this information for Credit Express phones.

Screen Display
The organization of the screen display has been changed to more accurately reflect the area of phone operation that the option pertains to. Below is a listing of the options that have changed position on the screen display.

The following options have been moved to the "Coin-Line Phone Options" section of the screen.

- "Use Coin Tone Level/Twist" • "Use High Coin Tone Level Amplitude"
- "Use Reverse Twist" • "Monitor Loop Reversal Until Normal"
- "Don't Allow Local or 1+ calls, Loop Rev."

- "Auto Collect/Refund When No C.O. Signal" • "4-Second On Hook Delay"

The following options have been moved to the "Anti Fraud Options" section of the screen.

- "Disable 10-sec Delay for 0- and 00-"
- "Extended Delay For Dial Tone On Wink"

The following options have been moved to the "Miscellaneous Options" section of the screen.

- "Allow 0+ Separation by LATA"

POLLING

Communication
Enhancements have been made to improve communication between the computer and the phones during polling.

Polling Actions List
A default polling list has been provided in the automatic polling section of the program. This polling list is for incoming calls from phones that do not have their ANI assigned to another incoming polling list. By default, this list is configured to perform all actions on the polling list. This default polling can not be deleted.

Manual Polling
The [F8] *Tag All* function is no longer used to select sites to be polled. Only ten (10) sites can be manually polled at one time.

View/Repoll Polling Failures
If a user initiates the repolling function without first selecting the sites to be repolled, the following warning message is displayed, "***A repoll will not take place unless phones are tagged***".

REPORTS

Enhancements have been made to all "Report" functions of the program. These enhancements ensure the accuracy of the data displayed in the reports.

Call Accounting (DV)
Money amounts are now displayed in dollars instead of nickel increments.

Coin Report
The field labeled "In Box" now displays five digit positions left of the decimal point. Previously, only four digit positions were displayed.

Cash Box Full Report
The column labeled "% Full" on the report has been renamed "Current % Full". This terminology change more accurately reflects the meaning of the column.

Flags Report
The "Flags Report" is no longer supported by the program. All "Flag Reports" currently on the computer are converted to "Trouble Reports" when this new version of software in installed.

Trouble Report
The repolling function of the Trouble Report now uses all available modems ports to repoll phones. Previously, only one of the modem ports was used to repoll phones listed in the Trouble Report.

The field labeled "No Activity Sites" in the "Flags to Print" menu has been renamed to "No Communications". This terminology change more accurately describes the flag's purpose.

Trouble Ticket Report
The Trouble Ticket Report now includes the "Site Address" and the telephone number of another phone at the site location. Previously, the Trouble Ticket Report did not show this information.

SITE RECORDS

Deep Housing Option
An option labeled "Deep Housing" has been added to the site record. This option should be enabled if the phone contains a deep housing coin box. This allows for proper coin box percentage calculations.

Audit CDR
When viewing Audit CDR records using the Site Record function, all call records for that particular site can now be viewed. Previously, only the last 200 records were displayed.

Searching
Users may now search for Site Records either by ANI Number or by Group Number.

Searching from the Sites Pick List
a. Press [1] *Edit Site Record* from the main menu screen.
b. Press [F8] *Search* to search using Site Phone Number and Group Number.
c. Highlight the desired record from the list or enter the site number and press [ENTER].

Searching from within the Site Record
a. Press [1] *Edit Site Record* from the main menu screen.
b. Highlight the desired record from the list or enter the site number and press [ENTER].
c. Press [F8] to search for sites by Phone Number, Group Number, or Ledger number.

Terminology Change
All reference to the term "EEPROM" has been changed to "Download..." to more accurately reflect the function's purpose.

Changing NPA's
If a user tries to change the phone number of a phone in the site record, and the new NPA does not exist in the Multi-Band NPA listing of the costing record used by the phone, A pop-up window appears informing the user of this situation. This change ensures that the phone is not rendered out of service from referencing an NPA that the phone does not support.

Coin Totals
Users may now delete erroneous coin totals from the site record. This allows for more accurate reports. Follow the steps below to perform this function.

a. Press [1] *Edit Site Record* from the main menu screen.
b. Select the ANI to edit, and then press [ENTER]

c. Press [F7] *Utilities*
d. Press [2] *View Coin Communications*
e. Highlight the record to be deleted.
f. Press [Del] to delete the record.

Note: The very first record should not be deleted as this could result in inaccurate coin totals.

Time Zone

The default time zone setting of a site record has been changed to match the time zone setting of the computer. Previously, the default time zone setting was "Eastern".

SYSTEM UTILITIES

Icons

A spinning pipe symbol (|) is now used to indicate that an operation is in progress when the user is in the File Utilities or System Utilities area of the program.