



PanoramaTM

**Payphone
Management
System**

Preview

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Welcome



Welcome to the *Panorama*TM Payphone Management System. *Panorama* is Protel's Windows[®]-based payphone management software and your tool for achieving greater operational efficiencies in managing your payphone business.

From one central location, intelligent payphones can be managed, no matter where they are located. Detailed information is maintained for each phone, and every aspect of the phone's operation is controlled.

Panorama features an extremely friendly user interface, making even the most difficult tasks effortless. Traditionally complex and cumbersome tasks, such as maintaining cost tables, call processing records, and options records have been streamlined. In addition, *Panorama* incorporates powerful global editing features, simplifying more than ever the process of changing the configuration of one or more payphones.

Communication between the central computer and all of the payphones can be initiated automatically or manually, either by *Panorama* or by the payphone. During these communications, *Panorama* only acquires and sends the information necessary, such as when a change has been made or a phone reports a flag. *Panorama* also collects valuable data from your phones, allowing you to make the solid operational and business decisions that must be made on a daily basis to keep your business competitive.

Panorama is the most power-packed and feature-rich Payphone Management System in the industry. We are confident that you will enjoy exploring the new features offered in *Panorama* and the flexibility it brings to your payphone operation.

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About this document

The *Panorama* Payphone Management System Preview will guide you through:

- The *Panorama* installation process
- The ExpressNet® data export process
- The ExpressNet data conversion process
- An introduction to the layout of the program

This document is not intended to provide detailed instructions on how to operate the software or any of its functions.

Where to find the information you need

The online Help within *Panorama* is the primary source of information about how to use the software. It contains the Contents tab, the Index tab, and the Find tab, just as in other popular Windows applications. The Contents tab layout parallels the layout of *Panorama*, to make finding information on a specific item easier. Simply click the Communications button in the starting window (called the Navigator) and choose Automatic Polling, then, in the Help Contents, open the Communications book, and then open the Automatic Polling topic.

The Index tab in the Help window lists all of the Help topics available. The Find tab will list every topic in which a searched-for word occurs. Simply check the box of the desired topic and click Display.

What's new in *Panorama*

Panorama is the Payphone Management System that will carry your payphone business into the next millennium. The design is modular, flexible, and expandable, allowing seamless updates to meet the future needs of your business as well as those of the public communications industry.

The system is also powerful, and most importantly, easy to use, enabling your business to begin taking advantage of all that it has to offer in the least amount of time.

New Features:

- ***Powerful Report Writer***
Panorama's report writer gives you the ability to customize reports or build new reports to meet your company's specific requirements.
- ***Open Database***
Although the report writer is flexible enough to build custom reports, you may need to access *Panorama's* database tables directly. The open database structure allows you to use third-party applications to work with your data.
- ***Intuitive User Interface***
The user interface allows user-friendly, time-saving navigation throughout the program. It won't take long for you to master *Panorama*.
- ***Multi-tasking***
Because *Panorama* operates in a Windows environment, multi-tasking is possible. Use your other business software with *Panorama*.
- ***Global Editing***
The global editing features within *Panorama* reduce the time it takes for many of the labor-intensive functions of configuration and data maintenance.
- ***User Preferences***
Panorama offers preferences which allow you to customize the software to your own needs.
- ***Modular Design***
Panorama's modular design and expandability allow it to keep pace with continuously improving technologies.

System recommendations

System performance varies depending on the number of payphones, the number of modems, the PC hardware, and the number (if any) of other applications running simultaneously with *Panorama*.

Minimum PC hardware recommendations:

- Pentium® 333 MHz or equivalent
- 64 MB (Megabytes) of RAM
- Windows 95, 98 or NT (NT strongly recommended)
- Video card with 2 MB RAM
- SVGA monitor
- 3.5" floppy disk drive
- Media for backup and archive, such as a recordable CD ROM, Zip,® Jaz,® or tape drive
- CD ROM drive (for installation)
- Hard disk guideline (refer to table below)

Disk requirements per 2,000 phones over 30 days:

Phone Activity	No CDR	With CDR
Low Activity (1-20 calls per day)	235 MB	295 MB
Medium Activity (21-80 calls per day)	235 MB	475 MB
High Activity (81 or more calls per day)	235 MB	610 MB

Note: *Panorama* supports payphone firmware version DD or later.

Installing Panorama



Panorama installs quickly and easily on most desktop PCs running Windows 95, 98, or NT operating systems. Simply insert the CD ROM to begin the installation process. Within minutes you'll be using the most innovative and capable management software ever.

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Before you begin

If you are upgrading from ExpressNet or ExpressNet III,[®] it is important that you:

1. Backup ExpressNet and its data.
2. Update existing ExpressNet software to v. 1.40 or later.
3. Archive ExpressNet data files.
4. Purge the ExpressNet data files.

Backups should always be performed prior to installing new software, installing software updates, and importing or exporting data from programs. Backups should also be a part of frequent and regular system maintenance. This will ensure that if your system crashes for any reason, data loss will be minimal. Archiving should be performed prior to purging, but only archive data that you intend to keep for future reference.

Note: In order to receive technical assistance for the installation of *Panorama*, all data must be backed up from the hard drive where *Panorama* will be installed.

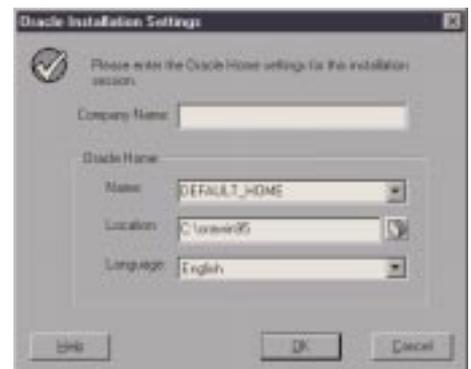
Converting data to the new format is a processor- and disk-intensive task, so it might take some time. Purging unnecessary data files will substantially reduce the time it takes to convert your ExpressNet data to the format required by *Panorama*. Protel recommends converting one month's worth of data. The most important data types to purge are Coin Communications, Audit CDR, and Communication Errors. Use ExpressNet's purge feature to remove older data. From ExpressNet's main menu, go to the File Utilities Menu, then to the Purge/Rebuild function.

Panorama supports all phones with DD firmware or higher. *Panorama* does not support payphones with any other type of firmware, such as Protel's model 200 BB+ payphone. Therefore, you should not attempt to convert these payphones over to *Panorama*.

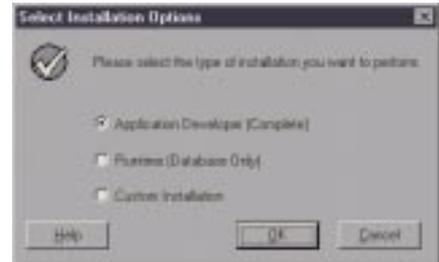
Installing *Panorama*

Installing *Panorama* is simple; use the directions below for a step-by-step guide through the whole process.

1. Quit all running applications. If running NT, make sure you are logged in as Administrator.
2. Decide on which disk the data files will be located, and the path for them. This disk should be the one with the most available free space. Refer to the table on page 4 to know what minimum requirements you will need. Write down the DOS path to the directory where you want the installer to place the files; create a new folder, if desired, as this will not be possible later. You will need the exact path for step 24, below, and will not be able to look it up. If the data files will be located on the same drive as *Panorama* and a specific location is not needed, ignore this step and leave the default directory listing in step 24.
3. Make sure that the Protel modems that will be used with *Panorama* are using modem firmware version 4.0 or later. Also, make sure they are connected and turned on before beginning the installation of *Panorama*. Refer to the instructions included with the modem for connection instructions. The *Panorama* installer program will help you configure the modems.
4. Insert the *Panorama* Installation CD into the CD ROM drive. The Installer window will open automatically.
5. Click “Install *Panorama*.” The installer begins installing the *Oracle*® software first.
6. In the *Oracle*® Installation Settings window, enter your company’s name in the first field. Do not change the Name field; it should read **DEFAULT_HOME**. In the field labelled Location, make sure it shows the default drive and either *orawin95* (if you are running Windows 95 or 98) or *orant* (if you are running Windows NT). If it reads anything other than these two, contact technical support before continuing. If your Location field is correct, then click OK.



7. In the window titled “Select Installation Options,” make sure the default selection Application Developer (Complete) is selected, then click OK.

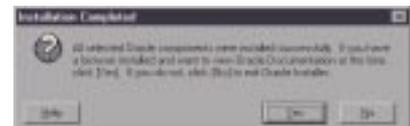


8. In the window titled “Starter Database Installation Options,” make sure the default selection, Standard (40M disk space) is selected, then click OK.

9. In the Installing *Oracle*® Documentation window, leave the radio button on the CD-ROM selection. This will leave the *Oracle*® documentation on the CD instead of copying it onto your hard disk. Click OK. *Oracle*® then goes through an extensive installation and setup procedure for the application and all of its related files. Windows open and close as files are copied onto your hard disk. This is all normal.



10. When the window titled “Installation Completed” comes up, click No to skip reading about *Oracle*®. No knowledge of *Oracle*® is needed to run *Panorama*; *Oracle*® will be a background application to serve *Panorama*.

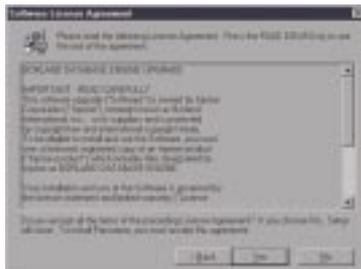


11. A window will appear stating that the AUTOEXEC.BAT file has been updated and that the computer should be restarted. Click OK.



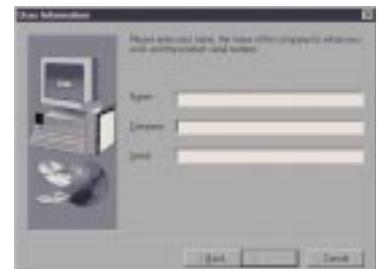
12. Close the two *Oracle*[®]-related windows. Restart the computer.
 13. The *Panorama* Installer will automatically come back up. If it does not, eject and re-insert the *Panorama* Installation CD and click on “Install *Panorama*.”

14. In the Welcome window, read the information, then click Next.



15. Read the Software License Agreement carefully. Click Yes to accept the agreement or No to quit the installer and not install *Panorama*.

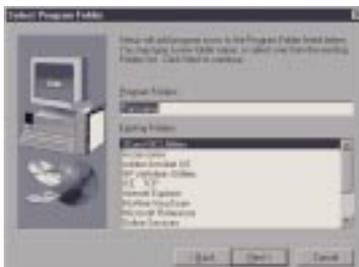
16. The User Information window now appears. If your name and company do not already appear in the first two fields, enter them now. Refer to your *Panorama* documentation for the serial number. Enter it exactly as it appears in the documentation; make sure to note the case (upper or lower) of the letters. Click Next.



17. In the Setup Type window, make sure that the default selection, Typical, is selected; click Next.

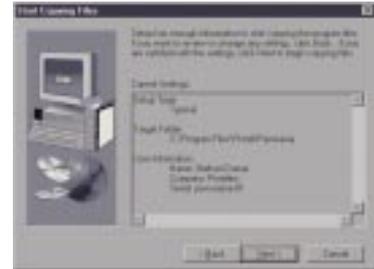


18. In the Choose Destination Location window, you may accept the suggested location of *Panorama* by simply clicking Next. If you would like *Panorama* to be in a different location, click Browse and choose a folder or edit the Path field to tell the installer where you would like *Panorama* installed. Click OK. If you entered a name in the Path field that does not yet exist, the installer tells you that the folder does not exist and asks if you would like it created. Click Yes. The location that you entered or selected is now shown in the Destination Folder section of the window. Click Next.



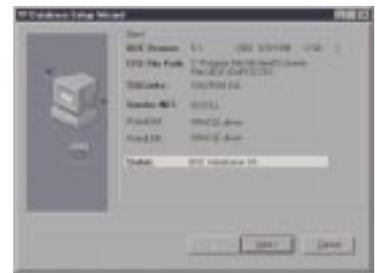
19. In the Select Program Folder window, select a folder for *Panorama* to appear under in the Start menu, or type the name for a new folder in the Program Folders field. The folder chosen or created will be under the Programs folder. Click Next.

20. The Start Copying Files window lists all of the information from the previous windows. Review it to make sure it is all correct. If anything is incorrect, click the Back button until you get to the window where the incorrect information is located and change it. Follow the instructions above to get back to this point. If all of the information is correct, click Next.

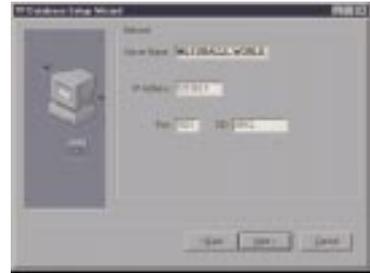


21. The installer displays a series of messages describing what it is doing. When it is done, the Setup Complete window appears. Remove the *Panorama* CD ROM from your computer. Make sure that the selection, “Yes, I want to restart my computer now” is selected, then click Finish. This will restart your computer.

22. After your computer restarts, two dark windows will appear for a short time, then disappear on their own. These are DOS Shell windows that run programs related to the *Oracle*® database. The Database Setup Wizard window will also come up, and will remain up. Make sure that the **SQLLinks** file is **SQLORA8.DLL** and the **Vendor INIT** file is **OCI.DLL**. If either of these two has a different file name, refer to Note 1 in the appendix for more information; they will need to be changed later, after installation and setup are complete. In either case, click Next.



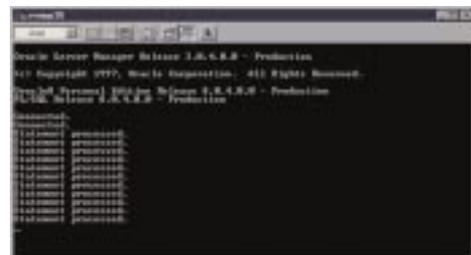
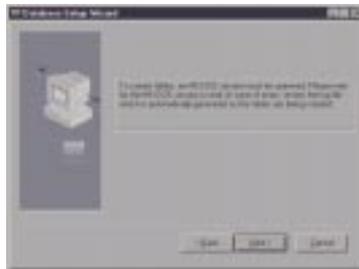
23. If this install is a Personal version, make sure that the **Server Name** reads **MGTORACLE.WORLD**, the **IP Address** reads **127.0.0.1**, the **Port** reads **1521**, and the **SID** reads **ORCL**. If it is a Server version, contact your network administrator for the above information. Click Next.



24. In the **Tablespace** field, enter the directory path from step 2, or leave the default path. In the field **Size (in MB)**, enter the size needed for the database table. The size entered should be larger than specified in the Disk Requirements table on page 4 of this guide, but smaller than the free disk space available. Click the Next button. The process of creating the database files will vary, depending on the PC hardware and the size of the database, but should not be more than 30 to 60 minutes.



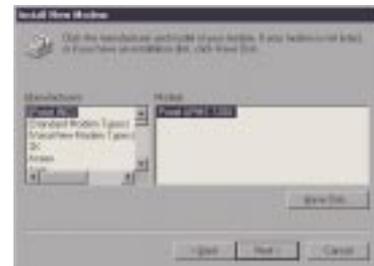
25. Click Next to allow the Database Setup Wizard to open a DOS window. A script will run for a few minutes, then the DOS window will disappear. If you see the message, “Could not connect,” in the DOS window, contact Protel Technical support.



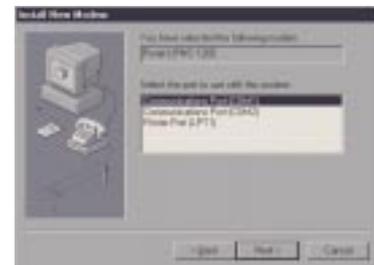
26. The *Panorama* Preferences window appears. Read the message, then click Next.



27. The Install New Modem window appears over the *Panorama* Preferences window. Check the “Don’t detect my modem...” box, then click Next. Select the Manufacturer (Protel Inc) and Model (Protel UPMS 1200) for the modem. Click Next.



28. Select the port that the modem is connected to, then click Next.

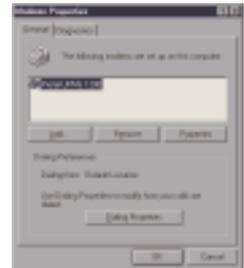


29. In the Location Information window, Select your Country, enter your area code, and if needed, enter a number to access an outside line (used if your computer is connected to a PBX). Select tone or pulse dialing, then click Next.



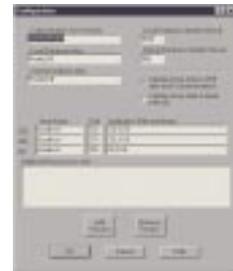
30. Read the message about the Modems Control Panel, then click Finish.

31. The Modems Properties window comes up, showing all of the installed modems. If there are any problems, open the Modems Control Panel after installation is complete and refer to Windows Help to correct the problems. Click OK.



32. Click Next in the *Panorama* Preferences window.
33. In the same window, click Next. The *Panorama* Preferences window disappears.
34. Click Finish in the window titled “Database Setup Wizard.” Your computer continues its boot process. A DOS window appears for a short time, then disappears. This particular window will appear and disappear each time you start you computer, from now on. The program is an *Oracle*® Listener, which listens for applications like *Panorama* to call on the *Oracle*® database. When a call is heard, the Listener opens *Oracle*® so that the application can access the data.
35. Restart your computer.
Installation is complete.
Pat yourself on the back!

Note: The first time *Panorama* is launched, a window like the one shown on the right opens. This is used for configuring a client computer to access a central database, which is beyond the scope of this manual. Click OK.



Exporting records from ExpressNet

Exporting ExpressNet data is required only if you are installing *Panorama* software on a separate computer than the one currently running ExpressNet. If *Panorama* will be installed on the same computer as the one currently running ExpressNet, you are ready to convert the data.

Select the payphones you want to convert from the ExpressNet program. Make a note of these payphones along with the cost and options records that are assigned to them.

To export your ExpressNet data, start the ExpressNet software and use the existing ExpressNet export feature to export the phones, cost records, and options that you want to convert to *Panorama*. You may export everything or select individual records. Protel, Inc. strongly recommends converting only a small number of your payphones during the initial conversion process. When the export process is complete, exit the ExpressNet software.

Move the .exp files from the ExpressNet computer to the *Panorama* computer using appropriate means. The .exp files are located in c:\xnet\sites\export.

Converting records to *Panorama*

Panorama offers an efficient way for you to convert your existing ExpressNet or ExpressNet III data into the *Panorama* database. You have the option to convert all of your data at once or select individual records to be converted. However, Protel, Inc. strongly recommends converting only a small number of your payphones during the initial conversion process. The remaining payphones should continue to be managed by the ExpressNet software. This will give you an opportunity to familiarize yourself with the new software and ensure that you are comfortable with its operation. All of your existing data can be converted as long as the phones are running CD or DD firmware. DA firmware is not supported by the *Panorama* Payphone Management System.

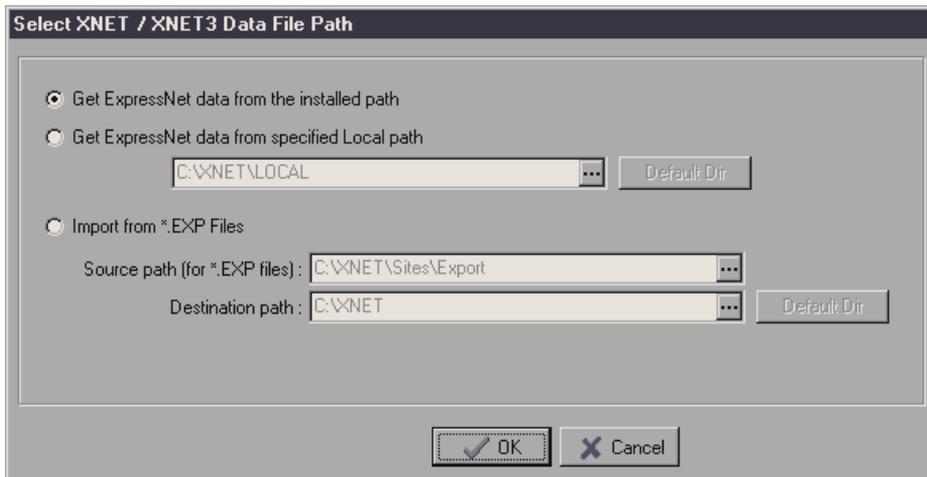
Important Note: Once data is converted into the *Panorama* database, there is no pure migration path back to the ExpressNet software. In the event you discontinue use of the *Panorama* Payphone Management System, any and all data that has been collected from the payphones by the *Panorama* Payphone Management System **cannot** be imported into

the ExpressNet software. This includes any and all cost records, call processing records, and option records. ExpressNet can resume communications with the payphones. However, coin totals may be off until the next collection cycle and parameter downloads may take place.

Helpful Tip: Prior to converting any ExpressNet data, be sure that you have a dedicated modem and modem telephone line for exclusive use with *Panorama* and another dedicated modem and modem telephone line for exclusive use with ExpressNet.

Conversion procedure

1. If you haven't already done so, select the payphones you want to convert from the ExpressNet program. Make a note of these payphones along with the cost and options records that are assigned to them.
2. Either disconnect or disable the Protel UPMS 1200 modem(s) to prevent payphones from communicating with ExpressNet during the conversion process.
3. Click the Start button on the Windows task bar, select Programs, then *Panorama*, then Protel Import From ExpressNet. The following conversion dialog box will be displayed:



4. There are three options to choose from when importing data from ExpressNet:
Get ExpressNet data from the installed path - Select this option if ExpressNet is running on the same machine as *Panorama* and ExpressNet was installed to its default directory.
Get ExpressNet data from specified local path - Select this option if ExpressNet is running on the same machine as *Panorama* and ExpressNet was installed in any directory other than its default directory.
Import from *.EXP files - Select this option if ExpressNet is running on a different machine than *Panorama*. Before continuing, export the desired ExpressNet data from ExpressNet and copy the exported .EXP files to the machine running *Panorama*. Specify the path to these .EXP files in the field.
5. Select the phones, cost records, options records, etc. by clicking each button and checking the records to be converted. This process will take some time depending on how much data is being converted and the speed of your processor. Remember to convert all the necessary records that each converted site will need.
6. When the conversion process is complete, launch *Panorama* and open the Phones & Customers section to view the converted phone records. Open the Configuration section to view the converted cost and options records. Verify that all the records were converted properly.
7. Remove the exported payphones from the ExpressNet polling groups to ensure that the ExpressNet program no longer polls them.
8. Make sure the phone's Remote Reporting Number in the options record is correct. This may have changed since you may be using a different computer and modem telephone line for *Panorama*.
9. Either reconnect or enable the Protel UPMS 1200 modem(s) to allow payphones to again communicate with ExpressNet.

Panorama system overview



Panorama was developed to run in the Windows environment and conforms to Microsoft's standards for application development. Simply put, if you are familiar with other Windows-based programs, then you already have a working knowledge of navigating in *Panorama*.

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Starting and quitting the program

To begin using the *Panorama* Payphone Management System, click the Microsoft Start button on the taskbar, select Programs, and *Panorama*. Click on *Panorama* to launch the program. The Navigator appears in a moment, indicating that the program has launched and you're ready to begin.

Three other applications launch with the Management Application (labelled Mgtapp in the Windows taskbar). These are the Protel Communication Server Executive, the Protel Central Database Link, and the Protel Modem Server. They handle the client-server and client-phone communications and must be left running in order for any communications between the payphone and the management system to take place. No user interaction with these programs is necessary; they each perform their tasks automatically. All four of these applications work together to comprise this powerful system.

You can quit or shut down the program by clicking the Protel Communication Server Executive item in the taskbar and then clicking the Exit item in the menu. You can then click the X in the upper right hand corner of the Navigator. To resume use of *Panorama* and its supporting applications, start *Panorama* again.

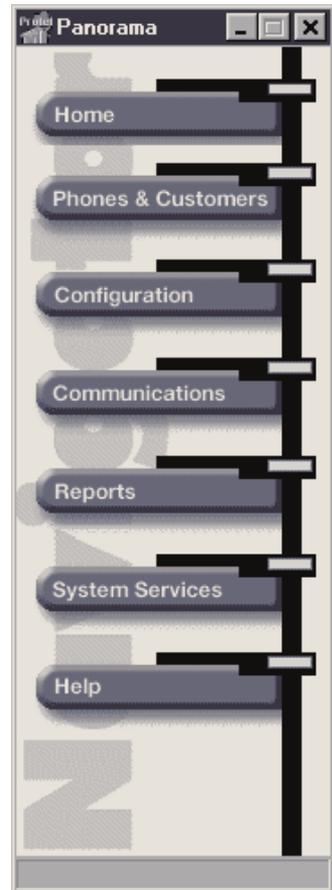
General system conventions

In conforming to Microsoft's standards for Windows software development, *Panorama* incorporates toolbars, menus, and min/max/close window buttons. Most windows within *Panorama* have a set of standard buttons on the toolbar. Operations such as New, Save, Clone, Delete, and Help are in all windows where editing capabilities exist. In addition, some windows contain additional buttons specific to that window's functionality. Just as in a file system, the tabs in *Panorama*'s windows separate and organize different elements into an easy-to-use format.

Navigating through *Panorama*

The Navigator is *Panorama*'s “Home Page.” This is the first page displayed when *Panorama* is started. From the Navigator, you can access:

- Phones & Customers
- Configuration
- Communications
- Reports
- System Services
- Help



The footer on every window, referred to as the Navbar, contains icons that represent the same items on the Navigator, as well as an icon that returns you to the Navigator.

The Navbar allows you to access other sections of the program without having to back out to the Navigator window (“Home page”). Simply put, the Navbar takes you wherever you want to go from wherever you are.

Phones & Customers

The Phones & Customers section is where you will find all of the site records, now called phone records, and all of the data pertaining to the phone records. The phone records are the actual payphones themselves and are considered to be the cornerstone of the *Panorama* Payphone Management System's data. Virtually all of the system's data can be tied back to a phone record.

From the Navigator, simply click the Phones & Customers button to open the Phones & Customer section. You can then view individual phone records by using your mouse pointer or the up and down arrow keys to scroll through the phone list. *Panorama's* convenient search functions make finding specific phones a breeze. You can search for phones by Phone #, Location Name, Description, Category, Address, City, State, Zip Code or any combination thereof.

Once you have found the phone record you want, you can view the phone's status records containing alarms and/or flags, inbox amounts, box volume, average per day, and coin delta. You can also view that phone's Call Detail Records, Call Accounting data, or Communications Errors simply by clicking the appropriate icon on the toolbar. If you have to poll that or another phone, just click the Manual Poll icon on the toolbar and polling will commence immediately. It's just that simple!

Date / Time	Name / Flags	Total To Date	Amount In-Box	Collected	Box Volume	Average Per Day	Coin Delta
7/2/99 10:21:06 AM	-# PPR 58	\$190.58	\$190.58		100%		
7/2/99 10:19:53 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 10:18:28 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 10:18:49 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 10:12:03 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 9:37:35 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 9:37:43 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/2/99 9:36:32 AM	-# ST 5F	\$190.58	\$190.58		100%		
7/1/99 9:35:40 AM	No Flags	\$150.25	\$150.25		83%		
7/1/99 9:15:40 AM	No Flags	\$150.25	\$150.25		83%		
7/1/99 9:11:40 AM	No Flags	\$150.25	\$150.25		83%		
6/24/99 3:47:00 PM	No Flags	\$125.50	\$125.50		83%		
6/21/99 3:28:00 PM	No Flags	\$86.50	\$86.50		83%		
6/21/99 3:28:00 PM	No Flags	\$86.50	\$86.50		83%		
6/19/99 3:22:00 PM	No Flags	\$53.25	\$53.25		83%		
6/19/99 3:14:00 PM	No Flags	\$34.75	\$34.75		83%		
6/16/99 3:14:00 PM	No Flags	\$34.75	\$34.75		83%		

The Phone window in the Phones & Customers section is divided logically into tabs. Each tab contains different information about that phone record. The General tab, which is the most often visited, and consequently the default tab, is where you can view the phone's status records. The Assignments tab is where you assign cost records, call processing records, options records, firmware, incoming polling actions, and automatic polling records to the phones. The Location & Customer tab is where you will enter the location of the phone and customer information. The remaining tabs are used for authorization code entries and other miscellaneous information.

The Phones & Customers section, with its optional views and powerful search mechanisms, will add time-saving convenience when viewing your payphones' activity. In addition, the global editing function will make changing your phone's configuration easier than ever.

Configuration

The Configuration button in the Navigator is a pull-down menu where you can access Firmware, Cost Records, Call Processing Records, Route Records, and Options Records. Together, these records make up the profile of your phones and give them their individual personalities.

Since *Panorama* has separated all of these functions, the information in each of these records is not repeated; each phone record refers to one record from each of these configurations. This means making changes to any detail is as simple as changing it within the record. Any phone that refers to the record now has the new data.

Here is a quick overview of what is contained in the Configuration menu:

Cost Records

Cost records contain the pertinent call rating information necessary to determine the final cost of a call for the payphone user. A single cost record can serve any phones that are located in the same rate center for which the cost record was built.

Cost records in *Panorama* have been greatly simplified. The cost records contain area codes, prefixes, rating information, and discount tables. In other words, cost records only contain data relating to the actual rating of a coin call. This new structure, along with *Panorama's* new cost record Global editing feature, makes updating existing cost records much less labor intensive.

Call Processing Records

The Call Processing records are the counterpart of the cost records and contain options relating to the actual processing of a call including: call routing, speed dial setup, keypad activity, and other miscellaneous call processing options. The call processing records, which work hand-in-hand with the cost records, are broken into Call Types. For example, local calls, intrastate intra-LATA, interstate, and so on. You can then make call processing assignments to individual call types as opposed to every single rate band. Because each call type may consist of many rate bands, this new innovative structure inherently provides global editing. For example, to change the call routing for all of your inter-LATA calls, you would simply assign a new route to that particular Call Type.

The speed dial number and special number tab within the call processing record provide tables allowing you to program speed dial numbers and special handling of specific phone numbers.

The card set up tab, which is most commonly used for card reader phones, allows you to program your phone for credit and calling card calls.

Route Records

You can create an unlimited number of call routes for current or future use and store them in a common library. You can also name your routes and assign a description for clear identity. Each route is then available for assignment to Call Types within the Call Processing records. This is advantageous because the number of routes you have to maintain is dependent only on the number of different ways you are processing your calls. When one of your carriers changes its access number or protocol, you simply make the change to that carrier's route. Another advantage of *Panorama's* route structure is that you

can eliminate unnecessary keystrokes by using *Panorama's* simple route format when creating new routes. The access number and destination number settings of the Simple route will satisfy most of your call routing needs.

Option Records

Options records contain many of the programmable features in the phones. The options and registers are grouped logically into tabs, making it easy to find the options you are looking for.

Communications

The Communications section of *Panorama* provides an efficient means of initiating, scheduling, and viewing all of the communications and data transfer activities between *Panorama* and the payphones. The Communications button on the Navigator is a pull-down menu providing easy access to the following functions: Manual Polling, Polling Actions, Automatic Polling, Modem Activity, Modem Setup, Cancel Polling Events, Repoll Phones, and Communication Errors.

Manual Polling

The manual polling selection allows you to choose one or more phones by ANI, Location Name, or any of the four Categories for immediate polling. In addition, you may select specific polling actions that will occur upon connection with the phone and then go directly to the Modem Activity window to monitor the progress of the connection. Manually polling your phones has never been easier.

Polling Actions

A Polling Actions record allows you to specify exactly what actions will occur between the phone and *Panorama* during modem communications. The actions are Update Parameters, Collect Audit CDR, and Update Firmware. You may select one, all three, or

any combination of the three actions to satisfy your communications purposes. Once created and configured, polling actions records can then be assigned to an automatic polling record.

Automatic Polling

Automatic Polling provides virtually unlimited flexibility when it comes to scheduling communications with your payphones. You can create automatic polling records scheduled for Daily, Weekly, and Monthly polling to occur at specified times. You then assign the automatic polling records to individual phone records, groups of phones, or all of your phones using the Global editing feature.

Modem Activity

The Modem Activity window provides a helpful view of the activity of one or all of your system's modems. This window displays a list of the connected modems and the current status of each. The bottom of the window displays the details of the modem selected in the list.

Modem Setup

The Modem Setup window allows you to set up individual modems for incoming and/or outgoing communications. It also allows you to set up individual modems for manual polling.

Cancel Polling Events

You may cancel any type of polling using one of four criteria: All (Manual & Automatic), Individual Phones, Automatic Polling Events, and Manual Polling Events. This works on polls in progress, and allows you to select from the phone activities that are queued to perform.

Repoll Phones

Panorama makes a list of any automatic polls that were not successful and displays them in this window, along with the Polling Actions that you would like to do when repolling each phone.

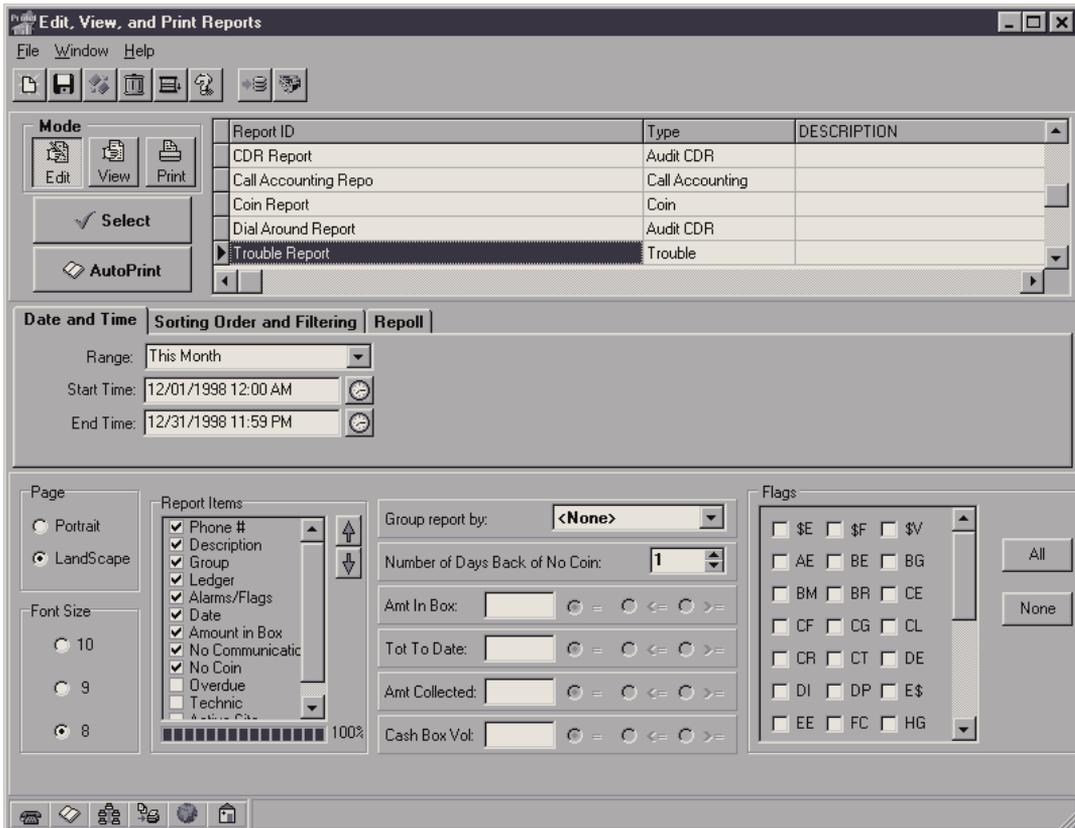
Communication Errors

When there are errors in communication during polling and reporting, they will be listed chronologically in this window. Also in the list is the phone number connected to during the time of the error, when appropriate, and a description of the error.

Reports

Panorama has incorporated many of the most popular and often requested reports as pre-configured reports. These reports can be configured quickly and easily and then displayed on the screen or sent to your local or network printer. Simply specify the date range, use the filter to select the range of phones to be included, then choose the grouping and sort order for an accurate look at your phones' usage and status.

In addition, *Panorama* includes an integrated report writer. The report writer is extremely powerful and an exceptional tool that enables you to create new reports that meet your specifications, or simply customize existing reports. So whether you have specific and custom reporting needs or you use the comprehensive list of pre-configured reports, *Panorama* is the answer.



System Services

The System Services section of *Panorama* is the control center for the heart of *Panorama*: the databases. From the pull-down menu, select:

Data Maintenance

Data can accumulate quickly, depending on how often polls are done and what information is retrieved during a poll. Archive, Purge, and Pack functions can be performed manually or scheduled to occur automatically in the future.

Database Tools

Panorama includes a utility to verify and rebuild the database tables, both as preventative maintenance and repair.

Management Control

The Management Control window handles the communication between the databases, which will be used more in the Client/Server version of *Panorama*.

Process Status

The Process Status window lists all of the activities that have been set up to occur automatically. From here, you can control and edit automatic polling; automatic report generating; and automatic archiving, purging, and packing. Events can be Enabled or Disabled without changing schedules or records, and can be reversed when it's convenient. From this list, double-clicking an event will open the record for editing in the window in which it was created.

Preferences

Panorama, like most other Windows programs, includes a Preferences window. This encompasses every part of the program, from which window will show up when you click a button, to how often the databases will update.

Appendix

Note 1:

This note applies to a misconfiguration in the Oracle® Database Setup Wizard that happens just after installation of Oracle® and *Panorama* (Step 22 of the Installation instructions). To fix the error:

1. Quit all running applications.
2. Click on the Windows Start button, go up to Settings, and click on Control Panel.
3. In the Control Panel window, double click on the BDE Administrator.
4. In the BDE Administrator, click on the Configuration tab.
5. Under the Configuration tab, click on the plus sign in front of the word Drivers.
6. Click on the plus sign in front of the word Native.
7. Click on the circular icon in front of the word ORACLE®. Two columns will appear.
8. In the left column, find the third row, where the word **DLL32** appears. Click on the file name in the right column. A pull-down menu icon appears in the far right of the field; click on the pull-down menu icon. Select **SQLORA8.DLL**.
9. In the left column, find the fourth row, where the words **VENDOR INIT** appear. Click on the file name in the right column. A pull-down menu icon appears in the far right of the field; click on the pull-down menu icon. Select **OCI.DLL**.
10. Click on the blue arrow that hooks to the right at the top of the window. This applies the changes. A window comes up asking if the edits should be saved to Oracle®. Click OK.
11. Close the BDE Administrator.

Now that you've completed your introduction of the *Panorama* Payphone Management System, you can begin exploring the features and functions that were not covered in this document. Click on the help button for in-depth descriptions of all areas of the program. The online help will describe every aspect of each window and give detailed, step-by-step instructions to guide you through *Panorama*'s functions.

Please call Protel or any of its authorized Distributors for more information about the *Panorama* Payphone Management System or any other Protel payphone products or services.

Thank you for using Protel's products.



