ExpressNet®
Payphone Management System

Reference Manual

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ExpressNet®
Payphone Management System

CLEAR TOPPER

Protel® INC.

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

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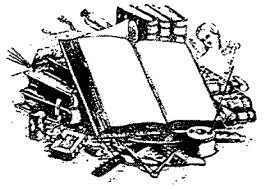

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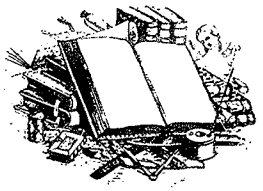


Foreword

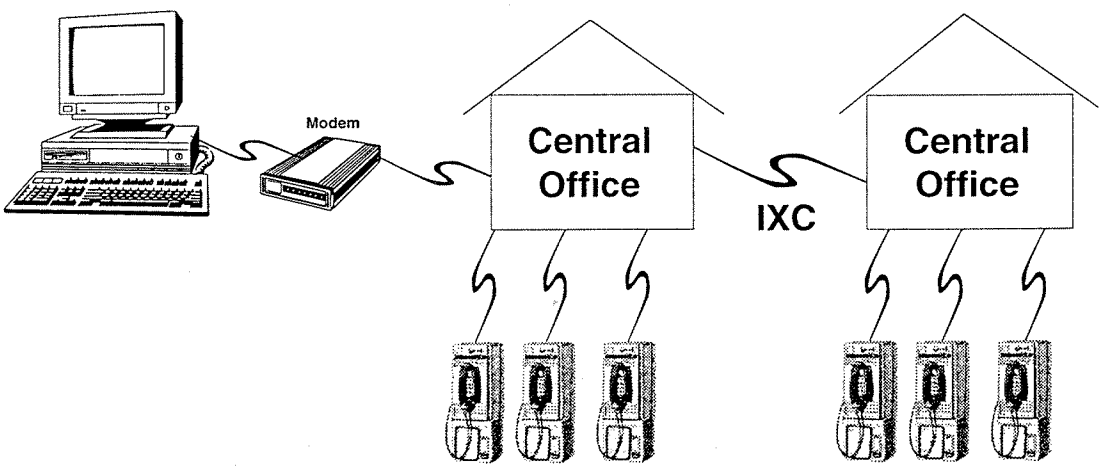
Purpose

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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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)

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]	Cancels 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]

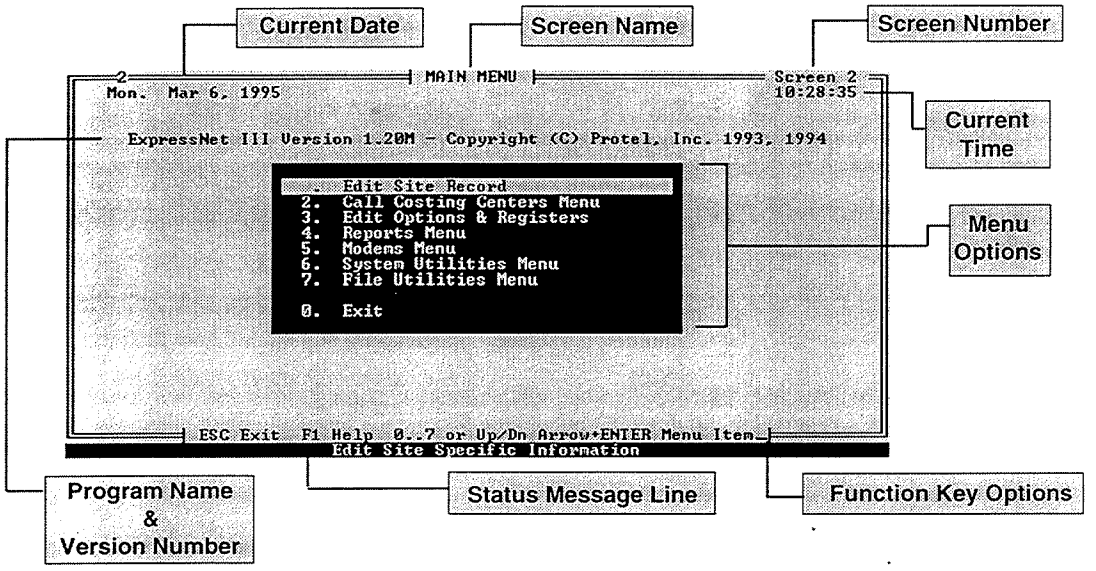
Definitions of each option are available by pressing [F1] while the highlight bar is positioned on the field in question.

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.

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**

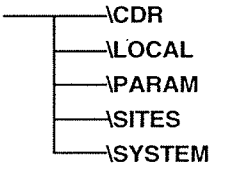
Making a Backup of the Installation Disks

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:



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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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***.

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** ***(recommended)*** ..... The ExpressNet® program will start automatically each time the computer is turned on or rebooted.

(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

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

Starting the Program

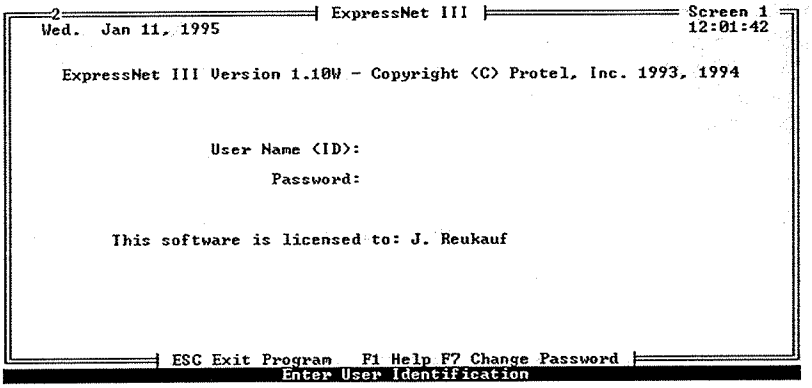
Starting the program

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

a. Type CD\XNET and then press [ENTER]

b. Type XNET and then press [ENTER] to start the program.

- A screen similar to the following is displayed.



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®

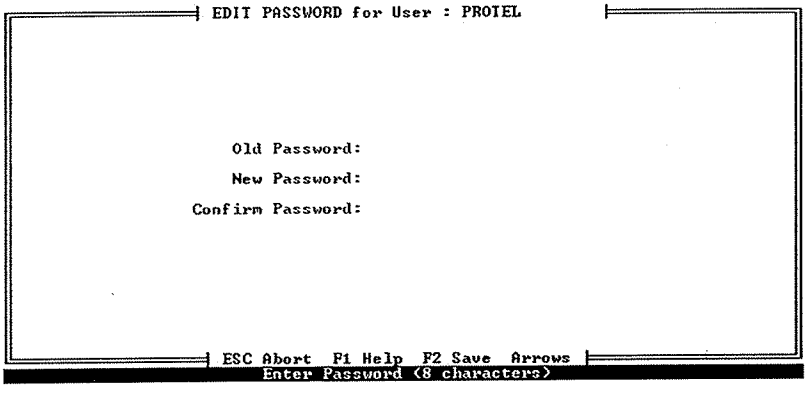
After starting the ExpressNet® software for the first time, the user is prompted to enter a user name and password to gain access to the system. A default user name and password are provided for logging on to the system for the first time. After access to the system is granted, the default password must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

a. In the field labeled ***User Name (ID)*** type **PROTEL** and then press [ENTER].

b. In the field labeled ***Password*** type **PROTELX3** and then press [ENTER].

c. Press [ENTER] when the screen prompts to do so.

- A screen similar to the following is displayed.



WARNING!!!

DO NOT FORGET YOUR PASSWORD.

If the system administrator password is forgotten, the installation key disk must be reinstalled, the password files must be deleted from the hard disk, and all passwords (user permissions) must be rebuilt.

Changing the Default Logon Password

d. In the field labeled ***Old Password*** type **PROTELX3** and then press [ENTER].

e. In the field labeled ***New Password*** enter your new password and then press [ENTER].

- Passwords must be exactly eight (8) characters in length.

f. 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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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***

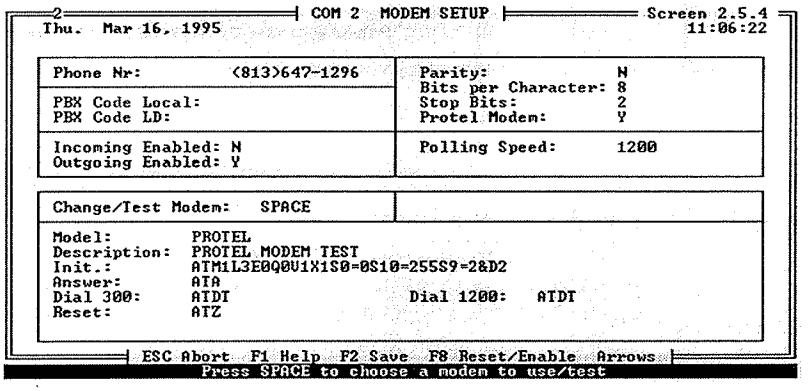
[4] ***Modem Setup***

- 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.



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.

Chapter 3
Edit Sites

Edit Sites

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

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.

Creating Site Records

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

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

```
2                EDIT SITE RECORD - ANI: 2132556364                Screen 2.1
Wed.  Jan 11, 1995                                                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
```

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.)

i. 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.

j. 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.

k. 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.

l. Assign a costing record to this phone site.
   1. Use the arrow keys to highlight the field labeled ***Costing Record.***
   2. Press [SPACE] for listing of available costing records.
   3. Highlight the applicable record name.
   4. Press [ENTER].

Creating a Site Record (Continued)

m. Assign an options record to this phone site.

1. Use the arrow keys to highlight the field labeled ***Options Record***.
2. Press [SPACE] for listing of available options records.
3. Highlight the applicable record name.
4. Press [ENTER].

n. Specify site location information.

1. Use the arrow keys to highlight the field labeled ***Name*** in the site location window.
2. Enter the name of the location where this payphone is installed. Any combination of up to 30 alpha/numeric characters may be used.
3. Enter the site location address in the fields labeled ***Address***, ***city***, ***state***, ***zip***.
4. In the field labeled ***Phone Nr.***, enter the phone No. of a contact phone at this site.

o. Specify the dial pattern that the computer must use to poll the phone.

1. Use the arrow keys to highlight the field labeled ***Dial Pattern***.
2. Press [SPACE] for listing of available choices.
3. Highlight the appropriate dial pattern.
4. Press [ENTER].

Optional Site Parameters

The steps just completed (a - o) are required as part of setting up a site record. The steps listed below (p-w) are optional and need only be performed if necessary.

p. Assign a software file to this phone site. **(If Necessary)**

1. Use the arrow keys to highlight the field labeled ***EEPROM File***.
2. Press [SPACE] for listing of available files.
3. Highlight the applicable file name.
4. Press [ENTER].

q. Assign IXC/OSP authorization codes for this phone. **(If Necessary)**

1. Use the arrow keys to highlight the field labeled ***Select Authcodes***.
2. Press [SPACE]. A screen similar to the following is displayed.

```
2                    EDIT AUTH CODES                    2.1.A.u.t.h
Mon.  Dec 20, 1993                                        11:26:34

 Route#                                  Route#
   8001  Auth #1: 00                       8001  Auth #2: 00
   8002  Auth #1: 00                       8002  Auth #2: 00
   8003  Auth #1: 00                       8003  Auth #2: 00
   8004  Auth #1: 00                       8004  Auth #2: 00
   8005  Auth #1: 00                       8005  Auth #2: 00
   8006  Auth #1: 00                       8006  Auth #2: 00
   8007  Auth #1: 00                       8007  Auth #2: 00
   8008  Auth #1: 00                       8008  Auth #2: 00
   8009  Auth #1: 00                       8009  Auth #2: 00
   8010  Auth #1: 00                       8010  Auth #2: 00
   8011  Auth #1: 00                       8011  Auth #2: 00
   8012  Auth #1: 00                       8012  Auth #2: 00
   8013  Auth #1: 00                       8013  Auth #2: 00
   8014  Auth #1: 00                       8014  Auth #2: 00
   8015  Auth #1: 00                       8015  Auth #2: 00

   8101  Auth #1: 00                       8101  Auth #2: 00

                 ESC Abort  F1 Help  F2 Save  Arrows
                          Enter the authcode
```

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

Optional Site Record Parameters (Continued)

Tone

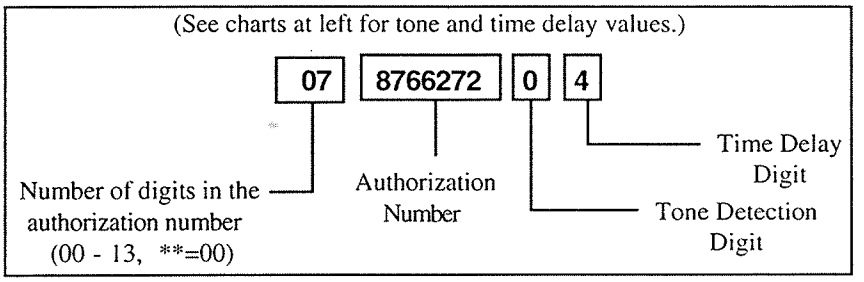
Digit	Tone
0	No Tone
1	360-400Hz
2	380-420Hz
3	420-460Hz
4	460-500Hz
5	Dial Tone
6	DTMF *
7	Ring Back Tone
A	DTMF A
B	DTMF B
C	DTMF C
D	DTMF D
#	DTMF #

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.

3. 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:



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

r. Change the speed setting to reflect the speed that the phone will communicate with the computer. **(If Necessary)**

1. Use the arrow keys to highlight the field labeled ***Phone Speed***.
2. Press [SPACE] for listing of available choices.
3. Highlight the appropriate speed.
4. Press [ENTER].

Typically 1200 for CD/DD type firmware. CA/DA firmware requires a speed of 300.

s. Change the time zone to reflect the location where this phone site is located. **(If Necessary)**

1. Use the arrow keys to highlight the field labeled ***Time Zone***.
2. Press [SPACE] for listing of available choices.
3. Highlight the appropriate time zone.
4. Press [ENTER].

t. Change the date to reflect when this phone was installed. **(Optional)**

1. Use the arrow keys to highlight the field labeled ***Install Date***.
2. Enter the install date using the following format: DDMMYY
3. Press [ENTER].

u. Specify the number of the coin box key for this phone. **(Optional)**

1. Use the arrow keys to highlight the field labeled ***Coin box Key #***.
2. Enter the coin box key number. (This number is located on the side of the key.)
3. Press [ENTER].

v. Enter a descriptive comment about this phone. **(Optional)**

1. Use the arrow keys to highlight the field labeled ***Memo***.
2. Enter a descriptive comment to be helpful in recalling something about this phone.
3. Press [ENTER].

w. Specify site owner information. **(Optional)**

1. Use the arrow keys to highlight the field labeled ***Name*** in the site owner window.
2. Enter the name of the person who owns this phone site.
3. Enter the site owner's address in the fields labeled ***Address***, ***city***, ***state***, ***zip***.
4. In the field labeled ***Phone Nr.***, enter the number to be used to reach the site owner.
5. Press [F2] to save changes and return to the previous screen.
6. Type "Y" at the following prompt: ***Do you really wish to save these changes ?***
7. 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.***

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

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.

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.