

Appendix

Appendix A

Recommended Modems & Modem Strings

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

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

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

PROTEL

PROTEL MODEMS

UPMS1200 (External Modem)

Modem Initialization String: ATM1L3E0Q0V1X1S0=0S10=255S9=2&D2

Modem Dial String: ATDT

Modem Answer String: ATA

Modem Reset String: ATZ

PRACTICAL PERIPHERALS

PRACTICAL PERIPHERALS

PM1200SA Mini

Modem Initialization String: ATM1L2E0Q0V1X3S10=255S0=0S9=2

Modem Dial String: ATS7=100DT

Modem Answer String: ATA

Modem Reset String: ATZ

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Reference Manual

4/17/95 XNETRM001.0

Appendix B

Adding Users to the System

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

Adding Users

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

```

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

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

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

```

HELP [F1]

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

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

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Reference Manual

4/17/95 XNETRM001.0

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

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Appendix C

Alternate Reroute Settings

CONQUEST

10XXX Access

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

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

800 Access

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

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

ONCOR

10XXX Access

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

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

800 Access

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

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

CAPITAL NETWORK SYSTEMS INC

10XXX Access

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

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

800 Access

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

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

OPTICOM

10XXX Access

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

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

AMNEX

10XXX Access

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

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

800 Access

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

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

950 Access

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

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

CLEARTEL COMMUNICATIONS

10XXX Access

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

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

LDDS

10XXX Access

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

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

USLD

10XXX Access

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

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

NOTE:

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

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Appendix D

Flag Codes

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

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

Appendix D

Flag Codes (Continued)

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

Index



Symbols

976 Numbers
enable/disable 5-12

A

Access Level
setting user access levels 8-7

Access Number
for call routing 4-33, 4-34
for validation service 5-4
PBX 5-4

Accounting
resetting call accounting totals 7-1
resetting totals during polling 7-13
upload details during polling 7-8, 7-13

Accounts
global editing 9-12

Address
of site location 3-6
of site owner 3-8

Alternate Route
for IntraLATA calls 4-39
for splashback 4-39
for timeout/busy 4-39

Answer Detection
enable/disable 4-18
loop reversal 5-16
types 5-12

Area Codes
deleting NPA's from the database 4-21
designating as home NPA 4-21

Authorization Codes
call routing 4-37
specifying the codes 3-6

B

Backup
requirements fwd-2

Bong Tone
enable/disable for 0+ calls 5-14
for 0+ calls 5-15

Buffer Limit
routing switch format 4-36

C

Call Costing
data
copying from one record to another 4-45
reports 4-44

Card Call
data format for routing 4-39

Card Calls
allowing only card calls 5-16
card data to be sent to switch 4-18
card processing parameters 4-9
defining card Id digits 4-8
enable/disable 4-17
enabling voice prompts 5-19

Card Group
enabling card groups 4-7

Cash Box
reporting volume to computer 5-5
sizes 5-5

CDR
reset audit CDR in phone 7-13
security code 5-9
upload details during polling 7-12

Cellular Applications
enable/disable 5-19

Central Office
dial tone delay 5-10
dial tone time out 5-10
dialing to in DTMF or pulse 5-10

Chassis Assembly
serial number 3-7

Coin
detecting stuck coins 5-14

Coin Box
key number 3-7
removing 5-21, 5-22
report when full 5-7

Coin Line Operation
enable/disable 5-13

Coin Mechanism
types 5-22

Coin Tones
amplitude 5-11
enable/disable 5-11
twist level 5-11

Coin Twist
frequency 5-11

Coin Types
allow/denu U.S. coins 5-15
allow/deny Canadian coins 5-15

Com Ports
selecting 8-4

Computer
requirements fwd-2

Configuration
local system configuration 8-1, 8-2

Conversion
convert files from xnet2 9-7

Cost Band
assigning exchange codes 4-20, 4-22
assigning routes 4-15
assignment 4-11

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Index

assigning to route 4-16
cost band number 4-13
country code assignments 4-23
discount table assignment 4-13
editing parameters 4-13
initial rate setting 4-14
initial time setting 4-14
overtime rate setting 4-14
super collect enable/disable 4-17
Cost Center
 changing the description text 4-43
Cost Centers
 adding to the database 4-1
 assigning to site record 3-5
 cloning cost centers 4-1
 deleting from the database 4-2
 exporting cost center data 4-2
 importing cost center data 4-2
 main menu 4-3
Cost Record
 changing the description text 4-43
Costs
 setting discount costs 4-24
Country Codes
 assigning to cost bands 4-23
Credit Express
 security code 5-9

D

Description
 description field 4-13
Destination Numbers
 restricting 4-42, 4-47
Dial Tone
 delay for C.O. 5-10
 time-out for C.O. 5-10
Dialing
 inter-digit delay 5-10
Discount Table
 assignment to cost band 4-13
 coin surcharge 4-25
 editing the settings 4-25
Discounts
 for holiday dates 4-28
 initial discount costs 4-26
 per time of day 4-27
 setting discount costs 4-24
 subsequent discount costs 4-26
Display
 messages on LCD 5-28
Download
 costing/options info during polling 7-12
 software to phone 7-12

E

EEPROM File
 assigning to cost record 3-6
Emergency
 voice prompts 5-23
Error Messages
 by voice 5-16
Escrow Relay
 check operation during polling 7-12
Exchange Codes
 assigning to cost bands 4-20, 4-21, 4-22
Exporting
 xnet2 files for xnet use 9-7
 xnet data 9-15

F

Files
 converting from xnet2 9-7
 pack/rebuild 9-5, 9-6
 purging from the database 9-9
 rebuilding 9-2, 9-3, 9-4
Flag Codes
 definitions Appndx-4
 reporting 5-24
Floppy Drive
 requirements fwd-2
Fraud Detection
 enable/disable 5-13
 setting in the cost band 4-14

G

Group Number
 as defined in site record 3-5

H

Hard Disk
 requirements fwd-2
Hardware
 requirements fwd-2
Holidays
 discount rates 4-28

I

Importing
 xnet data 9-14
Initial Rate
 as defined in the cost band 4-14
Initial Time
 as defined in the cost band 4-14
Installation
 custom new installation 1-1, 1-3

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Index

date as defined in site record 3-7
network master station 1-3
standalone computer 1-3
standard new installation 1-1, 1-2
types 1-1
IntraLATA
 alternate route 4-39
IXC Codes
 defining IXC codes 4-6

K

Keyboard
 conventions fwd-3
Keypad
 enable/disable after answer 4-15

L

LATA
 enable/disable lata screening 4-15
LCD
 display messages 5-28
Ledger No.
 as defined in site record 3-5
Loop Reversal
 answer detection 5-16

M

Memory
 requirements fwd-2
Miscellaneous Number
 free phone numbers 5-4
Modem
 chip 5-17
 first time setup 2-2
 initialization strings Appndx-1
 recommended Appndx-1
 requirements fwd-2
 selecting com ports 8-4
 Setup
 PBX code 7-16
 phone no. to computer 7-16
 simulated 5-17
 speed of phone 3-6, 5-17
Modems
 detailed port activity 7-3
 edit polling lists 7-4
 enable/disable incoming calls 7-16
 enable/disable outgoing calls 7-16
 enabling modem ports 7-15
 polling speed 7-17
 port activity 7-2
 protocol settings 7-17
 setting up to talk to phones 7-15, 7-18

testing 7-17
view modem status 7-2
viewing Comm errors 7-20

Modes

Mode 31 4-5
Mode 32 4-6
Mode 33 4-8
Mode 34 4-9
Mode 352 4-7

N

NPA
 deleting from the database 4-21
 Specifying as home 4-21

O

Operating System
 requirements fwd-2
Options & Registers
 adding records 5-2
 cloning records 5-2
 deleting records 5-2
 global editing 9-12
 overview 5-1
Options Record
 assigning to site record 3-5
Over Time
 as specified in the cost band 4-14
Overtime
 charges 5-21

P

Password
 changing 2-1
 logging on to the program 2-1
Passwords
 adding users Appndx-2
 defining user passwords 8-7
 maintenance 8-1, 8-7
 timed passwords 8-6
 user access level 8-7
Path
 for CDR files 8-3
 for local files 8-2
 for parameter files 8-3
 for site files 8-2
 for system files 8-3
PBX
 access number 5-4
 code for computer to dial out 7-16
Peg Counts
 completed calls 5-6
 inactivity counter 5-6

Index

- Phone Number
 - as defined in site record 3-5
 - of phone site 3-7
 - restricted 4-47
 - restricting 4-47
 - to computer 5-3
- Phone Numbers
 - restricting 4-42
- Piezo Ringer
 - enable/disable 5-16
- Polling
 - adding a polling list 7-5
 - Auto Polling
 - field parameter definitions 7-6
 - stop/restart 7-9
 - cloning a polling list 7-5
 - day of month to report 5-5
 - deleting a polling list 7-5
 - dial pattern to reach phone 3-7, 3-8
 - editing polling lists 7-4
 - group/polling list report 7-4, 7-10
 - Manual
 - groups to poll 7-14
 - modem ports to use 7-14
 - sites to poll 7-13
 - Manual Polling
 - parameter definitions 7-12
 - manually polling phones 7-11
 - reset call accounting totals 7-1
 - rings before answer 5-4, 5-5
 - speed of computer modem 7-17
 - start/stop auto polling 7-4
 - view/repoll polling failures 7-4, 7-10
 - when to 5-6
 - when to report 5-7
 - window length 5-4
 - window starting hour 5-4
- Power
 - requirements fwd-2
- Price Quoting
 - initial time message 5-19
- Printer
 - requirements fwd-2
- R**
- Receiver
 - default volume level 5-23
 - volume adjustment 5-11
- Refund
 - signal level 5-14
- Relay Jam
 - allow card calls if jam 5-18, 5-19
- Report Types
 - audit CDR 6-22
 - audit CDR (DV) 6-27
 - call accounting 6-17
 - call accounting (DV) 6-27
 - cash box full 6-21
 - coin 6-19
 - coin collections 6-25
 - coin communications 6-16
 - Communications Coin (SDV) 6-28
 - communications coin (SDV) 6-27
 - communications error 6-20
 - flags 6-18
 - site (DV) 6-26
 - site configuration 6-14
 - site locations 6-15
 - trouble report 6-23
 - trouble tickets 6-24
- Reporting
 - coin box removal 5-22
 - day of month to report 5-5
 - flag codes 5-24
 - when phone should call computer 5-6
 - when to report to computer 5-7
- Reporting Number
 - phone number to computer 5-3
- Reports
 - Call Costing 4-44
 - cloning definition records 6-3
 - creating definition records 6-3
 - Cross Reference 6-5
 - bad/missing polling list 6-6
 - cost records 6-5
 - missing site records 6-6
 - Options & Registers 6-5
 - Definition Records
 - field descriptions 6-8
 - deleting definitions records 6-3
 - for database/spreadsheets 6-26
 - group/polling list 7-4, 7-10
 - how often to print 6-12
 - modem comm errors 7-20
 - one-time-only 6-2, 6-26
 - printing predefined reports 6-4
 - selecting printer ports 6-7
 - types 6-1
- Restricting
 - calls by time of day 5-20
- Route
 - assigning to cost bands 4-15, 4-16
 - values for BC firmware 4-16
- Routing
 - access number 4-33, 4-34
 - alternate reroute settings Appndx-3
 - cloning parameter settings 4-46

Index

- end of data marker 4-33, 4-40, 4-41
 - field separator digit 4-40, 4-41
 - LATA separation 5-13
 - parameters 4-33
 - switch format 4-33, 4-35
 - Alternate Route 4-39
 - auth code #1 4-37
 - auth code #2 4-37
 - buffer limit 4-36
 - card data format 4-39
 - card/dest # 1 4-37
 - card/dest # 2 4-37
 - carrier tone 4-38
 - delay/timeout 4-38
 - delay/timeout value 4-36
 - described 4-35
 - end of data marker 4-40
 - field separator 4-40
 - ready tone 4-36
 - splashback tone 4-38
- S**
-
- Security Codes
 - CDR 5-9
 - coin box amount report 5-8
 - coin collection 5-8
 - credit express 5-9
 - defining access codes 5-7
 - Serial Interface
 - requirements fwd-2
 - Serial Number
 - chassis assembly 3-7
 - Sites
 - adding sites to the database 3-1
 - city as defined in site record 3-6
 - cloning site records 3-1
 - deleting sites from the database 3-1
 - editing site records 3-1, 3-2
 - location as defined in site record 3-6
 - name as defined in site record 3-6
 - option descriptions 3-5
 - owner's address 3-8
 - owner's name 3-8
 - owners phone number 3-8
 - phone number 3-7
 - phone number as def in site record 3-6
 - state as defined in site record 3-6
 - zip code as defined in site record 3-6
 - Speed Dial
 - defining speed dial numbers 4-5
 - Splashback
 - alternate route 4-39
 - tone during routing 4-38
 - Super Collect
 - call time 5-22
 - enable/disable 4-17
 - Surcharges
 - coin surcharge 4-25
 - SW Type
 - as defined in site record 3-5
 - System Parameters
 - editing 8-1, 8-5
- T**
-
- Telephone Number
 - of site location 3-6
 - of site owner 3-8
 - Time Zone
 - of phone location 3-7
 - setting in the computer 8-5
 - Tones
 - ready tone (routing) 4-36
 - Transmit
 - transmit level 5-17
- U**
-
- User Name
 - logging on to the program 2-1
- V**
-
- Validation
 - access number 5-4
 - Voice Prompts
 - credit card messages 5-19
 - english or spanish 5-20
 - for 0+ calls 5-15
 - for emergency calls 5-23
 - select-a-carrier 4-18
 - Volume
 - adjusting receiver volume 5-11
 - default receiver volume 5-23
 - receiver 5-23
- W**
-
- Wink Detect
 - enable/disable 5-12

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

