

Payphone Network Manager PNM 2.2

-PRELIMINARY-

Operation Manual

ELCOTEL INC.

TELECOMMUNICATIONS SYSTEMS

PAYPHONE NETWORK MANAGER (PNM™) OPERATION MANUAL

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**Elcotel, Incorporated
6428 Parkland Drive, Sarasota, FL 34243
(941) 758-0389 or (800) ELCOTEL
FAX: (941) 755-1085**

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1. Introduction

1.1 Audience Description.

The *Payphone Network Manager Operation Manual* is written for private payphone operators using Elcotel, Inc. payphones having Payphone Control Module (PCM operating program) Version 5.3.1 or higher and Payphone Network Manager (PNM) Version 2.2.

1.2 Applicability.

This document applies to the following Elcotel, Inc. Products:

- Payphone Network Manager (PNM) Software Version 2.2
- Payphones using operating system software version 5.3.1 and higher

1.3 Purpose.

This document is intended to provide the specified audience with an overview of the product and step-by-step procedures for the installation and routine operation of PNM software during the course of normal payphone route management using Elcotel, Inc. payphones.

1.4 Related Documents.

Refer to the following documents for more detailed information about the specified products:

- *Elcotel Rate Center Utility* Instruction Sheet, PN 3350203
- *Elcotel On-Line Bulletin Board System User Guide, Volume 1* (automated rates distribution), PN 3350224
- *Flexible Administrator for Coin Telephone Systems (FACTS) User Manual* (payphone route management), PN 3350202
- Series 5 and Olympian 5501 Payphone Operation Manuals

1.5 Conventions.

The following conventions are used in this guide:

1.5.1 Symbols.

Keyboard keys are either called out by name or by the key cap legend such as <Tab>, <Enter>, or <Shift>.

1.5.2 Caution Statements and Notes.

These are used to alert the user to conditions that Elcotel feels are of particular importance. An example of each is shown below:

CAUTION:

Caution statements indicate that the potential exists for loss of important data or program information or the possibility of damage to the product.

It is imperative that "Cautions" be read and followed!

NOTE:

Notes contain useful information to assist the user in understanding or navigating through the system.

1.6 Contacting the Factory.

For additional information or to report any discrepancies in this manual, contact:

Elcotel, Inc.
Customer Service Department
6428 Parkland Drive
Sarasota, FL 34243
(941) 758-0389 or (800) ELCOTEL
FAX: (941) 755-1085

2. Product Overview

2.1 General Description of PNM.

Elcotel's Payphone Network Manager (PNM) is a state-of-the-art computer software program created to effectively manage groups of payphones. Access to payphones is provided using a modem and the Telco network.

Although many tasks can be accomplished using PNM, there are two primary functions for the program:

- Payphone programming
- Route management

Each of these functions can be broken down into the following tasks:

Payphone Programming

- Creating and managing the files that establish each phone's configuration
- Downloading payphones to install rates and configuration files

Route Management

- Creating and managing a database of payphones for one or more routes
- Uploading call records, counters, and alarms from payphones
- Creating effective reports
- Dispatching repair and coin collection personnel

PNM is a powerful management tool that provides a full range of capabilities to ensure that proper rates and software reside in your payphones. This is also the medium through which registers and options are set, alarms are reported, and reports may be generated.

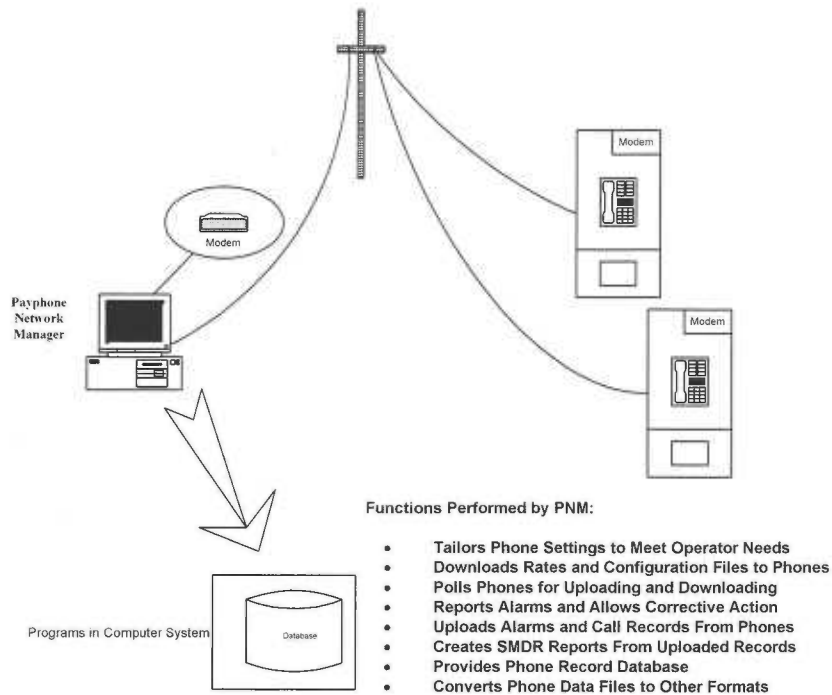


Figure 2-1: PNM/Payphone Communications

2.2 Elcotel On-Line BBS and FACTS.

2.2.1 Elcotel On-Line Bulletin Board System (EOL).

Elcotel On-Line is an electronic bulletin board service for the use of Elcotel customers. Its primary function is to download Ratecenter Files. In addition to providing access to rate files, EOL provides software uploads and technical information--everything that is essential to staying on top in the payphone industry. EOL is located at Elcotel's corporate headquarters in Sarasota, Florida and is available to you 24 hours a day.

RIPTerm™ is the trade name for a MODEM communications software product produced by TeleGrafix Communications, Inc., and licensed to Elcotel. This product may be used by Elcotel customers to communicate with the Elcotel On-Line service. RIPTerm may be set up to work with PNM as part of PNM's main menu.

For more information, refer to *Elcotel On-Line Bulletin Board System (BBS) User Guide - Volume 1 - Downloading Ratecenter Files*.

2.2.2 Flexible Administrator for Coin Telephone Systems (FACTS).

The FACTS application is designed to interface with the Elcotel Series 5 and Olympian 5501 Line-Powered Smart payphones and PNM. When a phone is polled, PNM data files are created by the system. FACTS converts PNM data files into a form that is compatible with the site/route-based FACTS system. You can then review and print a variety of reports useful in managing your payphone route.

FACTS has the capability of assigning phones to sites and sites to routes. By grouping your phones into logical sets, you have the ability to simplify the entire management task.

The FACTS "accounting" feature allows the payphone operator to maintain records on the phone's revenue and business expenses. The profit and loss of each phone can easily be tracked on a periodic basis. FACTS may also be set up to work from the PNM Main Menu.

For more information, refer to *FACTS (Flexible Administrator for Coin Telephone Systems) Installation and Operation Manual*.

2.3 System Requirements.

Optimum performance will be assured when PNM is installed on a computer system having the following minimum requirements:

Computer

- Computer TypeIBM or Compatible
- Processor Type486 or larger
- RAM4 MB
- MS/PC DOSVersion 6.2 or higher
- Floppy Drive3.5 inch 1.44 MB
- MonitorVGA Color

Product Overview

- Mouse (recommended but not required)Bus mouse recommended.
Driver loaded via AUTOEXEC.BAT file.
- Hard Disk.....220 MB or larger
- Free Disk Space Required for PNM Installation¹7 MB
- Additional Free Disk Space for FACTS Installation¹5 MB
- Additional Free Disk Space for EOL (RIPterm)2.5 MB

Printer (recommended but not required)

- PrinterLaser or Dot Matrix

Modem

- Refer to the "MODEM" Help file on PNM's Communications Screen.

Phone Line

- Phone LineB1 type with NO other equipment or features (e.g., telephones, FAX machines, call-waiting)

¹ Additional free hard disk space will be required; amount depends upon the size of the database(s).

3. Getting Started

3.1 PNM Installation.

Follow the instructions below for the first-time installation of software on your hard drive.

CAUTION:

You **must** use the **INSTALL** program to install PNM. These files are archived and must be decompressed in order to work properly. **This procedure cannot be done manually!**

Step 1: Go to the **C:\>** prompt.

Step 2: Type: **md PNM**.

Step 3: Press **<ENTER>**.
The PNM directory is created on your hard drive.

Step 4: Type: **cd pnm** at the **C:\>** prompt.

Step 5: Press **<ENTER>**.
The system changes to the PNM directory (**c:\PNM>**).

Step 6: Insert PNM Disk 1 into drive A (or B).

Step 7: Type **a:** (or **b:**).

Step 8: Press **<ENTER>**.
The system changes to the a: drive containing Disk 1 (**a:\>**).

Step 9: Type: **INSTALL**.

Step 10: Press **<ENTER>**.

Follow the on-screen instructions throughout the entire procedure. The installation program will "prompt" you to remove one diskette and insert another until each disk has been copied onto your hard drive. When the last diskette has been copied, remove it from your floppy drive.

Step 11: Type: **c:**

Step 12: Press **<ENTER>**.

Returns to the c: drive containing the PNM directory (**c:\PNM>**).

Your installation is complete!

Step 13: Type: **PNM**.

Step 14: Press **<ENTER>**.
PNM will run.

3.2 Linking RIPTerm and FACTS to PNM.

After installing the PNM software, RIPTerm and FACTS may be installed next. Refer to the Elcotel On-Line Bulletin Board System User Guide, Volume 1 - Download Ratecenter Files for installing RIPTerm. See the FACTS Installation and Operation Manual for installing FACTS.

To set up your **RIPTerm** and **FACTS** to start from the **PNM Main Menu**, use the **Paths** utility located in the **Utilities** selection of the main menu. Refer to Figures 3-1 and 3-2.

Step 1: Go to **PNM Main Menu**.

NOTE:

You may use a mouse in addition to the keyboard to perform the procedure described below.

Step 2: Use the **DOWN ARROW** key to select **<6> Utilities** (or enter **<6>** for quick access).

The **Utilities** option is highlighted.

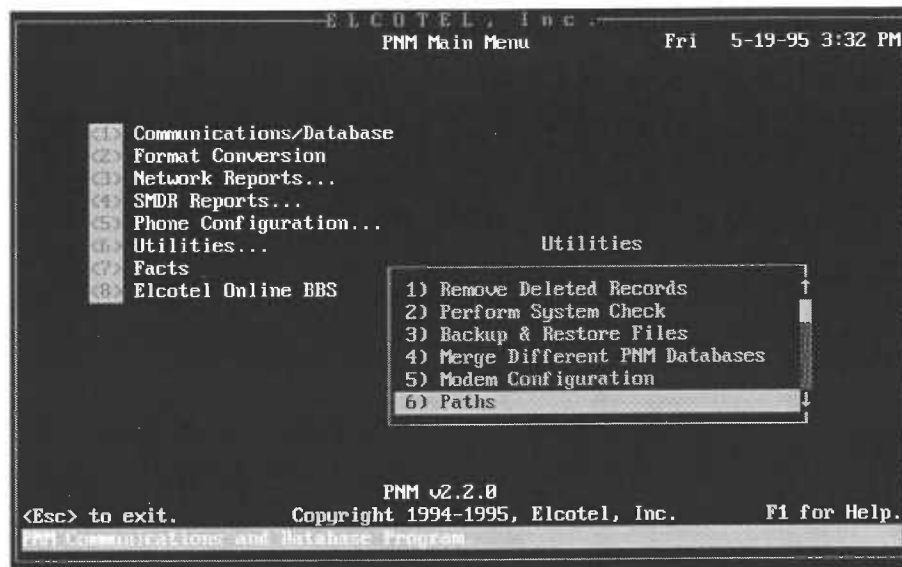


Figure 3-1: Path Option on Utilities Sub-Menu Screen

Step 3: Press **<ENTER>**.

The **Utilities** sub-menu appears.

Step 4: Use the **DOWN ARROW** key to select the **6) Paths** option on the **Utilities** sub-menu (or enter **<6>** for quick access).

Paths is highlighted.

Step 5: Press **<ENTER>**.

The **Paths Options** screen appears.

Step 6: Type in the DOS directory path for FACTS (e.g., **c:\facts**) in the FACTS Path field. Your path may be different. This is just an example of what it could look like. **<TAB>** to the EOL field.

Step 7: Type in the DOS directory path for RIPTerm (e.g., **c:\ripter**) in the Elcotel On-Line path field. **<TAB>** to the EOL Dial List number field.

Step 8: Type in the EOL Dial List number (e.g., **1**) in the EOL Dial List number field. This is the number of the dial list to be displayed when RIPTerm is started.

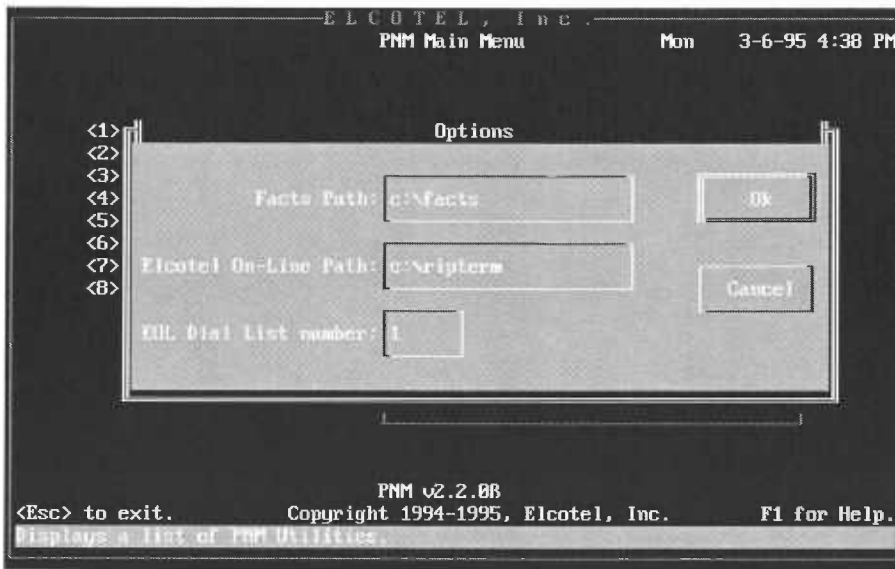


Figure 3-2: Path Setup to Elcotel On-Line BBS and FACTS

Step 9: Tab over to OK and press <ENTER>.

This new data is entered into the system, and the user is returned to the **Utilities** submenu.

Step 10: Press <ESC>.

Returns to the **PNM Main Menu**.

3.3 Modem Setup.

The Modem Configuration Utility in PNM 2.2 is designed to set-up PNM to work with today's newer modems. Since a modem produced by a specific manufacturer may be slightly different from other manufacturer's modems, using this utility may help to configure your modem to work more efficiently with PNM.

Every modem requires certain specific setup commands (also known as the initialization string) in order to communicate with a payphone. The initialization string needed by most of the older, slower modems is simple, standard, and straightforward. The newer, high-speed modems, however, usually need a more complex string to control sophisticated features like data compression and error correction. When using the newer modems, each different model may require a completely different string to make it work. Be sure to consult your modem manual to determine which initialization string settings are required.

NOTE:

Also refer to the "MODEM" Help file on the Communications Screen.

To access the Modem Configuration Utility, perform the following procedure:

Step 1: Go to **PNM Main Menu**.

NOTE:

You may use a mouse in addition to the keyboard to perform the procedure described below.

Step 2: Use the **DOWN ARROW** key to select **<6> Utilities** (or enter **<6>** for quick access).
The **Utilities** option is highlighted.

Step 3: Press **<ENTER>**.
The **Utilities submenu** appears.

Step 4: Use the **DOWN ARROW** key to select the **5) Modem Configuration** option on the **Utilities** submenu (or enter **<5>** for quick access).
The **Modem Configuration** option is highlighted.

Step 5: Press **<ENTER>**.
The **Edit Modem Configuration** utility screen shown in Figure 3-3 appears.

To navigate between the menu items, use **<Tab>** and **<Shift> + <Tab>** to go in the reverse direction. As you sequence through the menu items, an associated message is displayed at the bottom of the screen.

The initialization string settings box is preconfigured with the four command variables required by most modems. Three of these command variables (i.e., Modem Speaker Setting (M), Speaker Volume (L), and Extended Codes (X)), may be set to any of the allowed values as described below. The "AT" command is always required at the beginning of the string and can not be changed. The Time To Wait For Answer and the Auto Answer Delay fields can be set as described below.

CAUTION!

Entering incorrect data on this screen may cause the modem not to function.

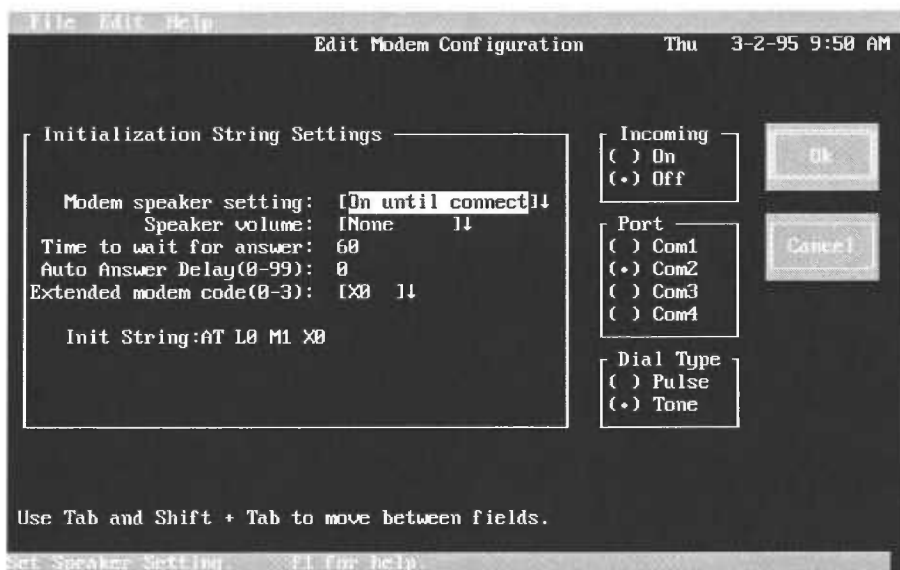


Figure 3-3: Edit Modem Configuration Utility Screen

NOTE:

The initialization string itself is located toward the bottom of the screen. You cannot directly edit the information in this string. Additional commands, however, may be added to the factory-defined string shown.

Each menu item has user-selectable settings.

The **Modem Speaker Setting** Has Three States:

- Always off
- On until connect
- Always on