

Repolling Phones That Don't Communicate

There are mornings that you may find one phone failed to communicate during the nightly poll, yet all others worked fine. You manually poll the one failure, and it communicates without a problem (it may have been in use during the automatic polling). But this one phone still takes some time, and what you really want is to communicate with all phones overnight, even if they fail during the automatic polling. You can repoll the phones that don't communicate simply by using the features already built into the Trouble Report in ExpressNet® software.

Here's how:

- 1) Set up your normal automatic polling. For this example the polling is every night at 2:30 a.m.
- 2) Estimate the time needed to poll your phones. For this example it takes 1 hour and 15 minutes.
- 3) Create a new automatic trouble report to print sometime after the polling typically finishes. Change the settings for the report using the following guidelines:

Description: Auto Repoll of No Comm Sites

Notes: You can enter the description of your choice.

Reporting Method: Fixed Range

Range or Days: 0

Notes: Set this to 0 so the report goes back only to the day before the report prints.

From: 23:59

Notes: The "From" time should be before you begin polling phones. For this example, the polling begins at 2:30 a.m. Since the range of days goes back to the day before the report prints, a time from the previous day should be entered. The latest possible time from the previous day is entered, 23:59.

To: 6:00

Notes: This depends on the time needed to poll your phones. It should be well after polling is finished. This example uses 6 a.m.

Range of Phones: All

Notes: This depends on the phones you poll on a given day. For this example we print the report for all phones because we poll all phones every night

Flags to Print: No Communications, Auto Repoll

Notes: Select only these two options in the "Flags to Print" section. Deselect all others.

The "Auto Repoll" feature of the Trouble Report performs only minimal polling actions when ExpressNet® software communicates with the phones: flag reporting and coin totals. This does not perform all polling actions.

Destination: Local Printer

Notes: The simplest method is to print the report to paper. If you want, you can spool it to file; however, you will have to delete the spool files periodically to keep your hard drive clean.

Frequency: Automatic Daily

Notes: This depends on the frequency of your automatic polling. Since this example polls everyday, this report will print everyday.

Auto Time: 06:00

Notes: This depends on the time needed to poll your phones. It should be well after polling is finished. This example uses 6 a.m. since the polling is typically done before 4 a.m. This allows extra time for using the Time Report function (see below) and for those nights when polling takes longer than usual (downloading firmware for instance).

After programming ExpressNet® software with these settings, the following occurs every night.

2:30 a.m.: The ExpressNet® software begins automatically polling all the phones.

3:45 a.m.: For this example, the polling ends. Your exact ending time depends on the number of phones and communication settings.

6:00 a.m.: The "Auto Repoll of No Comm Sites" trouble report prints and repolls those phones that are on the report. The report includes only those phones that have not communicated since midnight.

Adding A Time Report with DD Firmware Phones

This section applies to phones with DD firmware (Express 2000, 4000, 6000, 7000, 8000, 9000 series phones).

If automatic polling fails, you can have each phone report to the computer with the "Time Report" function found in the Options & Registers record. When a Time Report is set, a phone will report to the computer at the programmed time if there has been no successful communication with the phone since the previous midnight. With this feature turned on, your phones will report to the computer if the automatic polling fails.

Here's how:

- 1) In the Options & Registers record(s) for your phones, go to the "Reporting Options" section.
- 2) Edit the "Reporting Options" section so the phones report to the computer on the days that you typically poll the phones and after the automatic polling is complete. Change the settings for the "Reporting Options" section using the following guidelines. (Any fields not listed below won't affect the automatic reporting we are setting up, so you can leave them as is.):

Day of Month Report: 0

Notes: Set this to the day of month you poll your phones IF you poll the phones only once a month. For this example we are polling the phones every day, so we set the "Day of Month Report" field to 0.

Number of Days Report: 1

Notes: For this example the polling is every night, so we want the phones to report everyday if the automatic polling fails.

Day of Week Report: 0

Notes: Set this to the day of the week you poll your phones IF you poll the phones only once a week. For this example we are polling the phones every day, so we set the "Day of Week Report" field to 0.

Time of Day Report: 4

Notes: Set this field so the phones report to the computer AFTER the automatic polling typically ends. For this example, the polling ends at 3:45 a.m., so we set the "Time of Day Report" to 4 a.m.

Also, most phones will get a busy signal if they all call in at this time. Therefore, each phone adds the last two digits its phone number to this time and reports at the resulting time. For this example, phone 941-644-5558 reports 4:58 a.m. Phone 941-682-0380 reports at 5:20 a.m.

After programming ExpressNet® software and your DD phones with these settings, the following occurs every night.

2:30 a.m.: The ExpressNet® software begins automatically polling all the phones.

3:45 a.m.: For this example, the polling ends. Your exact ending time depends on the number of phones and communication settings.

4:00 a.m.: The phones that were not successfully polled begin reporting to the computer.

5:39 a.m.: The phones that were not successfully polled finish reporting to the computer. (If any phones fail on their first attempt to report, they may report after this time.)

6:00 a.m.: The "Auto Repoll of No Comm Sites" trouble report prints and repolls those phones that are on the report. The report includes only those phones that have not communicated since midnight.

ONE MORE TIP

When a phone calls in on a time report, it reports the TR flag. You can program a Trouble Report to print this flag. Monitor the report for repeated TR flags, which may indicate a pending communication problem BEFORE communication fails completely.