

Chapter 5

Options & Registers

Options & Registers

This section of the program is where operating parameters for the payphones are set up. Option & Registers consist of parameters such as: polling options, security codes, central office options, etc. A complete listing of parameter descriptions can be found elsewhere in this chapter.

The screen shown below is the first screen to be displayed upon entering the Options & Registers area of the program. Using the Pg/Up and Pg/Dn keys or the arrow keys will scroll the display through all possible options. Information on creating and editing Options & Registers records can be found on the following page.

```

2 EDIT OPTIONS & REGS: 325F1S.CDX TYPE: CD/DD Screen 2.3
Fri. Feb 3, 1995 08:13:56

Desc: Converted from ExpressNet

Access Numbers
Reporting Number:
Miscellaneous Number:
Validation Access Number:
PBX Access Number:

Polling Options
Window Starting Hour: 1 Rings Inside Window: 1
Window Length: 6 Rings Rings Default: 4

Reporting Options
Cash Box Volume: 80 # of Days Before Full: 0
Day of Month Report: 0 Day of Week Report: 0
Number of Days Report: 0 Time of Day Report: 0
Peg Count/Inactivity: 98

Security Codes

ESC Abort F1 Help F2 Save F6 Print SPACE toggle Arrows
Enter a Description for these Options & Registers
  
```

Listed below are definitions of the applicable function key options for this area of the program.

Esc

Pressing [ESC] ignores editing to the current screen and exits the user to the previous screen.

Help

Pressing [F1] displays context sensitive help relating to the highlighted field on the screen.

Save

Pressing [F2] saves any changes that were made to the option settings and then exits the user to the previous screen.

Print

Pressing [F6] prints, to the local printer port, all parameter settings within the current Options & Registers record.

Toggle

Pressing [SPACE] toggles through the available choices for the highlighted field.

Arrows

The arrow keys are used to move the highlight bar to the selected option.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Adding/Cloning/Deleting Options & Registers Records

Listed below are instructions for creating, cloning, and deleting options & registers records. Descriptions of each of the fields in an options & registers record can be found elsewhere in this chapter.

HELP [F1]

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

```

2 EDIT OPTIONS & REGS: 325F1S.CDX TYPE: CD/DD Screen 2.3
Fri. Feb 3, 1995 08:13:56

Desc: Converted from ExpressNet

Access Numbers
Reporting Number:
Miscellaneous Number:
Validation Access Number:
PBX Access Number:

Polling Options
Window Starting Hour: 1 Rings Inside Window: 1
Window Length: 6 Rings Default: 4

Reporting Options
Cash Box Volume: 80 # of Days Before Full: 0
Day of Month Report: 0 Day of Week Report: 0
Number of Days Report: 0 Time of Day Report: 0
Peg Count/Inactivity: 98

Security Codes

ESC Abort F1 Help F2 Save F6 Print SPACE toggle Arrows
Enter a Description for these Options & Registers
    
```

Adding Records

Adding an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*
- Press [F3] *Add*
- In the field labeled *Name*: enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [ENTER] to advance to the field labeled *Type*.
- Press [SPACE]
- Use the arrow keys to highlight the firmware type (**CD/DD** or **CA/DA** or **BC**) associated with the phones that will use this options & registers record and then press [ENTER].
- Press [F2] *Save*.
- Edit, as necessary, the settings for the options. Descriptions of all options may be found elsewhere in this chapter.

Cloning Records

Cloning an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*.
- Use the arrow keys to highlight the options & registers record to be cloned (duplicated).
- Press [F4] *Clone*.
- In the field labeled *Name* enter a name for the new record.
 - Record names may be any combination of up to 12 alpha/numeric characters.
- Press [ENTER] to advance to the field labeled *Type*.
- Press [SPACE]
- Use the arrow keys to highlight the firmware type (**CD/DD** or **CA/DA** or **BC**) associated with the phones that will use this options & registers record and then press [ENTER].
- Press [F2] *Save*.
- Edit, as necessary, the settings for the options. Descriptions of all options may be found elsewhere in this chapter.

Deleting Records

Deleting an Options & Registers record

- From the main menu screen, press [3] *Options & Registers Menu*
- Use the Up/Dn arrow keys to highlight the record to be deleted or type the name of the options/registers record.
- Press [F5] *Delete*.
- Press Y at the following prompt: *Do you really wish to delete this record?*
- Press Y at the following prompt: *Verify this record is not assigned to a site.*

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions

Listed below are definitions of each of the fields in an options & registers file. Descriptions of each field are in the order in which they appear on the screen.

Use the information below to select an options & registers record for editing.

- From the main menu screen, press [3] *Options & Registers Menu*
- Use the arrow keys to highlight the record to be edited and then press [ENTER].
 - A screen similar to the following is displayed.

```

2----- EDIT OPTIONS & REGS: 325F1S.CDX      TYPE: CD/DD      Screen 2.3
Fri. Feb 3, 1995                                08:13:56

Desc: Converted from ExpressNet

      Access Numbers
      Reporting Number:
      Miscellaneous Number:
      Validation Access Number:
      PBX Access Number:

      Polling Options
      Window Starting Hour: 1      Rings      Inside Window: 1
      Window Length: 6              Rings Default: 4

      Reporting Options
      Cash Box Volume: 80      # of Days Before Full: 0
      Day of Month Report: 0      Day of Week Report: 0
      Number of Days Report: 0      Time of Day Report: 0
      Peg Count/Inactivity: 98

      Security Codes

ESC Abort  F1 Help  F2 Save  F6 Print  SPACE toggle  Arrows
Enter a Description for these Options & Registers
    
```

- Define each of the options as applicable for your needs. Definitions of each option are provided on the following pages.

Description

Description

Enter a descriptive comment that can be associated with this options/registers record.

Any combination of up to 60 alpha/numeric characters may be used.

Reporting Number

Reporting Number

Enter the telephone number that the payphone should dial to reach the computer during the reporting process.

This phone number must be entered exactly as it should be dialed by the phone.

Examples: 7-digit number = (NXX-XXXX)
 10-digit number = (HAC-NXX-XXXX)
 11-digit number = (1-HAC-NXX-XXXX)

Note: If the payphone is located behind a PBX or if the telephone number to reach the computer is fewer than seven digits, use the procedure below to specify the reporting number.

- Enter 999-999-9999 in the field labeled *Reporting Number*.
 - This will cause the phone to look at route 15 of the cost center to determine access instructions to the computer.
- Select the option labeled *Call Costing Centers Menu* from the main menu screen.
- Use the arrow keys to highlight the cost center to be edited and press [ENTER].
- Select the option labeled *Edit Routes*.
- Highlight the field labeled 8015 and press [ENTER] or [SPACE].
- Define Mode 8 [8015] parameters for proper routing of the call to the computer.
- If necessary, edit the authorization codes in the corresponding site record.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Miscellaneous Number

Miscellaneous Number

Use this field to enter a phone number that a payphone user will be able to dial free of charge.

- Enter the phone number exactly as it must be dialed from the phone to complete the call.
- The number specified in this field uses cost band 106 to process the call. (Mode 6 band 106 = "Free" Number).
- To program a free number, set the initial rate field and subsequent rate field in cost band 106 to 0.00, and set the subsequent time field to 1.

Validation Access Number

Validation Access Number

Enter the telephone number of the dial-up validation service to be used for validating card calls. (This is the telephone number to Card*Tel® or NDC®/Global Tel*Link®.)

PBX Access Number

PBX Access Number

Use this field to enter the PBX code (Private Exchange Code), if any, that the payphone will have to dial to access an outside line.

This option is useful for eliminating the need for the phone user to have to dial a PBX code before dialing the destination number. If the PBX access code is "9", you should enter "9" in this field. One or two digits may be entered.

Window Starting Hour

Window Starting Hour

Indicate the hour of day that the payphone should begin to expect to be polled by the computer. The window starting hour should be set to a time when the payphone is least likely to be used for incoming calls that are intended for a payphone user.

The payphone will only respond to the computer if the phone rings the number of times specified in the "Rings Inside Window" field.

Legal values for this field are (0 to 24).

- The time must be entered in the 24hr format. (i.e. 13 = 1:00 PM)

Window Length

Window Length

Specify the number of hours that the polling window should remain active. The window length should be set to a time when the phone is least likely to be used for incoming calls that are intended for a payphone user.

As an example, if the "Window Starting Hour" is set to "2" (2 AM) and the "Window Length" option is set to "6" (6Hrs), the phone will answer incoming calls from the computer between the hours of 2AM and 8AM when the phone rings the number of times set in the "Rings Inside Window" field.

- Legal values for this field are (0 to 24).

Rings Inside Window

Rings Inside Window

Indicate the number of times that the phone must ring before the phone will automatically answer an incoming call if the call comes in during a time that the polling window is active. The polling window is set in the "Window Starting Hour" and "Window Length" fields. The number of rings inside the polling window is typically set to a low value since the payphone is expecting the computer to be calling during this time.

- Legal values for this field are (0-15).
- If the value entered is Zero, the phone will not answer incoming calls during the polling window.
- The recommended setting for this field is "1."

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Rings Default

Rings Default

Indicate the number of times that the phone must ring before it will answer an incoming call if the call comes in during a time that is outside of the polling window.

The number of default rings is typically set to a value that will allow a payphone user to receive incoming calls, yet still enable the phone to respond to the computer if necessary.

- NOTES:
- Legal values for this field are (0-15).
 - If the value entered is zero, the phone will not answer incoming calls outside of the polling window.
 - The recommended setting for this field is "5."



Cash Box Volume

Cash Box Volume

Indicate the cash box volume percentage, that when reached, will cause the payphone to report a "Cash Box Volume Reached" flag (\$V) to the computer.

The cash box installed in the phone may be one of two sizes (Standard or Small). Use the information below to determine the value to be entered in this field.

■ **Standard Cash Box: (Legal values are 0-100)**

If the phone has a standard size cash box installed, the number entered in this field should be the actual percentage (%) full that the phone should report in at.

Example: If 80 is entered in this field, the phone will report a (\$V) flag to the computer when the cash box volume full reaches 80%.

■ **Small Cash Box:**

If the phone has a small cash box installed, You will need to divide the percentage full that the phone should report in at by "1.3" to get the value to be entered in this field.

Example: If the phone should report in to the computer when the cash box becomes 80% full, divide 80 by 1.3 to get the value to be entered in this field (i.e. $80 \div 1.3 = 61$).



Day Of Month Report

Day Of Month Report

Indicate the day of the month that the phone should automatically report in to the remote computer with a "Time Report" flag (TR).

During the reporting process the phone will perform the actions specified in the *incoming polling actions list* for this phone's group. If necessary, the polling actions list may be accessed by selecting the following functions beginning from the main menu screen: [5] *Modems Menu*

[2] *Auto Polling*

[1] *Edit Polling Lists*

- NOTES:
- If zero (0) is entered in this field, the phone will not report in to the computer on a monthly basis.
 - If the value entered is greater than the number of days in the month, the phone will not report in to the computer for that month.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Number Of Days Report

Number Of Days Report

Use this field to set the phone to report in to the computer every "X" number of days.

During the reporting process the phone performs the actions specified in the *incoming polling actions list* for this phone's group. If necessary, the polling actions list may be accessed by selecting the following functions beginning from the main menu screen: [5] *Modems Menu*

[2] *Auto Polling*

[1] *Edit Polling Lists*

- NOTES: ■ Legal values for this field are (0-7) where the value entered indicates the number of days that the phone will wait before reporting in to the computer. (Example: If the value entered in this field is "5," the phone will report in to the computer every "5" days.)
- If zero (0) is entered in this field, the phone will not report in to the computer every X number of days.

Peg Count/ Inactivity

Peg Count/Inactivity

This option actually consists of two features. The first being the peg count feature and the second being the inactivity count feature. The value entered in this field determines when the phone will call in to the remote computer to report the value of these counters. Use the chart at the bottom of this page to determine the value to be entered in this field.

Peg Counter

The peg counter records the number of completed calls that have been made from the payphone. The phone will report a peg count flag (PC) to the computer when the number of completed calls made from the phone reaches the number specified in this field. The computer will then reset the peg counter in the phone and the phone will restart counting the number of completed calls again until the peg counter reaches the number specified in the peg count/inactivity field.

Inactivity Counter

The inactivity counter records the number of times that the handset consecutively comes off hook and then goes on hook again before has call a been completed. When the number of incomplete calls reaches the number specified in this field, the phone will report an inactivity flag (DI) to the computer. The computer will then reset the inactivity counter in the phone and the phone will restart counting the number of incomplete calls again until the peg counter reaches the number specified in the peg count/inactivity field.

VALUE	INACTIVITY Reporting	COMPLETED CALLS Reporting
0	DISABLED	DISABLED
1 - 15	ENABLED Call in when value is reached (1 - 15)	DISABLED
EVEN #'s 16 - 254	ENABLED Call in @ 10 Hits	ENABLED Call in when value is reached (16 - 254)
ODD #'s 17 - 255	DISABLED	ENABLED Call in when value is reached (17 - 255)

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Number Of Days Before Full

Number Of Days Before Full (Applicable only for CD/DD type firmware)

Specify how many days prior to the coin box becoming X percent full that the phone should notify the computer.

- NOTES:
- Legal values for this field are (0-255) where the value entered indicates the number of days prior to the phone becoming the percentage full specified in the option labeled *Cash Box Volume*.
 - If zero (0) is entered in this field, this feature is disabled.

Day Of Week Report

Day Of Week Report

Specify the day of the week that the phone should report in to the computer. The phone will report in to the computer every week on the day specified in this field.

- NOTES:
- Legal values for this field are (0-7) where the specified value indicates the day of the week that the phone will report in to the computer. Use the chart at right to determine the value to be entered in this field.

Day of Week Reporting Options

0	=	Weekly Reporting disabled
1	=	Sunday
2	=	Monday
3	=	Tuesday
4	=	Wednesday
5	=	Thursday
6	=	Friday
7	=	Saturday

Time Of Day Report

Time Of Day Report

Specify the time of day that the phone should report in to the computer. The time specified in this field applies when the phone reports on a monthly, weekly or daily basis.

- NOTES:
- Legal values for this field are (0-23) where the time specified must be in the 24hr format (i.e.; 13 = 1:00 PM)
 - The phone automatically determines the exact minute to report in to the computer by adding the last two digits of the payphone's telephone number to the hour specified in this field.

Security Access Code

Security Access Code

Use this field to specify the Security Access Code.

When the computer initiates a call to the computer the security access code entered in this field is compared with the security access code stored in the phone. If the two codes match, communication between the phone and the computer is allowed to continue. If the codes do not match, communication is terminated.

- NOTES:
- The security access code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time the phone and the computer communicate, the phone compares the security access code stored in the phone with the security code stored in the computer. If the two codes match, communication is allowed to continue.
 - If the security access code stored in the phone is "0000" the computer will not verify if the two codes match before allowing communication to continue.
 - To change the security access code, you must first change the code in this field to reflect the new code. The next time that communication takes place between the phone and the computer, the computer will send the old security code to the phone so that communication will continue and then the computer will reprogram the phone with the new security access code.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Coin Collection Security Code

Coin Collection Security Code

Use this field to specify the coin collections security code.

The coin collections security code is checked when a payphone service person uses the “*#1” reporting command (cash box emptied). The *#1 reporting command causes the phone to call in to the computer and report how much money was collected from the coin box. The phone then resets the “Amount In Box” totalizer to zero, the coin totalizer to zero and the cash box volume totalizer to zero.

- NOTES:
- The coin collections security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer.
 - To initiate the “*#1” reporting command from the keypad of the phone, the payphone service person must dial “*#1XXXX,” where XXXX is the coin collection security code.
 - If the coin collection security code entered at the keypad does not match the code programmed into the phone, the phone will not report to the computer nor reset any totalizers.
 - If the coin collections security code stored in the phone is “0000,” the computer denies the “*#1” function.
 - To change the coin collections security code in the phone, you must first change the code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer, the computer will reprogram the phone with the new security code.
 - This option will only work if there is a remote reporting number specified in the field labeled *Reporting Number*.

Coin Box Amount Security Code

Coin Box Amount Security Code

Use this field to specify the coin box amount security code.

The coin box amount security code is verified when a payphone service person uses the “*#4” or “*#5” reporting commands. The “*#4” command causes the phone to sound a voice message stating the amount currently in the coin box. The “*#5” command causes the phone to reset the voice prompt coin totalizer to zero.

- NOTES:
- The coin box amount security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer.
- To initiate the “*#4” or “*#5” reporting commands from the keypad of the phone, the payphone service person must dial “*#4XXXX” or “*#5XXXX,” where XXXX is the coin box amount security code.
- If the coin box amount security code entered at the keypad does not match the coin box amount security code programmed into the phone, the phone will not report totals to the handset or reset any totalizers.
- If the coin box amount security code stored in the phone is “0000” the computer denies the “*#4” and “*#5” functions.
 - To change the coin box amount security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer the computer will reprogram the phone with the new security code that is specified in this field.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

CDR Security Code

CDR Security Code

Use this field to specify the Store & Forward security code.

The Store & Forward security code is verified any time Store & Forward CDR records are to be transferred from the phone to the computer. The CDR records are only transferred to the computer if the security code entered in this field matches the Store & Forward security code programmed in the phone.

- NOTES:
- The security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time Store & Forward CDR records are to be transferred to the computer, the phone first compares the security code entered in this field with the Store & Forward security code programmed in the phone. If the two codes match, Store & Forward CDR is transferred to the computer.
 - If the Store & Forward security code in the phone is "0000", the computer will not verify the two codes before transferring Store & Forward CDR to the computer.
 - To change the Store & Forward security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time communication takes place between the phone and the computer, the computer will reprogram the phone with the new security code.

Credit Express Security Code

Credit Express Security Code

Use this field to specify the program access security code for Credit Express phones.

This security code is for Credit Express phones only and allows access to the program mode of the phone without the service person having to press the program button.

- NOTES:
- The security code specified in this field is automatically programmed into the phone the first time that communication takes place between the phone and the computer. From then on, each time a service person attempts to access the program mode of the phone (without pressing the program button), the phone compares the program access security code stored in the phone with the program access security code entered at the keypad.

To access the program mode of the Credit Express phone, the payphone service person must dial "10001XXXX" where XXXX is the program access security code. If the two codes do not match, access to the program mode of the phone is denied.

- If the security code is programmed into the phone, you will not be able to enter the program mode using the program button.
- If the program access security code stored in the phone is "0000" the phone denies access to the program mode through the keypad.
- To change the program access security code in the phone, you must first change the security code specified in this field to reflect the new code. The next time that takes place between the phone and the computer, the computer sends the old security code to the phone so that communication will continue and then the computer will reprogram the phone with the new security code.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Delay For Central Office Dial Tone

Delay For Central Office Dial Tone (Option 111)

This option sets a time delay that insures dialed digits are not sent out on to the phone line before dial tone is available from the central office. The delay time is measured from when the phone comes off hook. A 1.5 second delay or a 3 second delay may be selected.

- Press [SPACE] to toggle the selection between "1.5" or "3"

1.5 = 1.5 second Dial Tone Delay (default)

3 = 3 second Dial Tone Delay

Central Office Dial Tone Time Out

Central Office Dial Tone Time Out (Option 112)

This option determines how often the phone must drop and then reseat the line to ensure that the central office limit for providing dial tone is not detected by the user.

This setting of this option also determines the speed at which digits are "dribbled" to the line if the user dials slowly or if only a partial number is dialed when the central office dial tone time out occurs.

The payphone is designed so that the user is allowed up to two minutes to dial the destination number before dial tone is dropped. However, some central offices drop dial tone after 8-9 seconds and other central offices drop dial tone after 14-15 seconds if no activity is detected.

Use the information below to determine the appropriate setting for this option.

- Press [SPACE] to toggle the selection between an 8 or 14 second time out value.

8 = 8 second central office dial tone time out (default)

14 = 14 second C.O. dial tone time out

DTMF or Pulse Dialing to CO

Select DTMF or Pulse Dialing to CO (Option 113)

Specify if the phone should operate in DTMF or Dial Pulse mode. The phone must be set up to operate in the same mode as the central office. If the central office can not detect DTMF, the phone must be set to Dial Pulse mode.

- Press [SPACE] to toggle the selection between "DTMF" or "Pulse"

DTMF = DTMF dialing (default)

Pulse = Dial Pulse dialing

Inter-digit Delay With Dial Pulse

Inter-digit Delay With Dial Pulse (Option 153)

If the phone is set to operate in dial pulse mode, use this option to set the delay time between digits.

Setting this option to 800ms reduces the possibility of old central office equipment misinterpreting dialed digits.

- Press [SPACE] to toggle the selection between "800" or "500"

800 = 800ms Inter-digit delay time (default)

500 = 500ms Inter-digit delay time

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Allow “#” Key Receiver Volume Adjustment

Allow “#” Key Receiver Volume Adjustment (Option 117)

This option allows or denies the payphone user to adjust the volume level of the handset receiver. The receiver volume is adjusted by pressing the “#” key on the payphone keypad.

This option is only applicable to volume adjustment when using the “#” key. External volume control buttons are not affected by this option setting.

- Use the space bar to toggle the selection between “YES” and “NO.”

Yes = Volume Adjustment allowed (default)

No = Volume Adjustment denied

Enable Coin Tones

Enable Coin Tones (Option 114)

Specify if the phone should provide coin tones to the central office when coins are deposited. This option should be set to “YES” if the phone is operating on a coin line.

- Press [SPACE] to toggle the selection between “Yes” or “No”

Yes = Phone provides coin tones

No = Phone does not provide coin tones (default)

Use Coin Tone Level Twist

Use Coin Tone Level Twist (Option 171) *Only applicable for CD/DD firmware.*

Specify if coin tone levels/coin twist frequencies should be sent at the normal levels or if the levels should be determined by the setting of options 172 or 174.

Yes = Coin tone level/coin twist frequency is determined
by the setting of Options 172 or Option 174.

No = Phone uses default coin tone/twist levels.

Use High Coin Tone Level Amplitude

Use High Coin Tone Level Amplitude (Option 172) *Only applicable for CD/DD firmware.*

If Option 171 is set to “YES” this option is used to specify if coin tones are to be sent at a LOW or HIGH amplitude.

Yes = Coin tones are sent at HIGH amplitude.

No = Coin tones are sent at LOW amplitude.

Use Reverse Twist

Use Reverse Twist (Option 174) *Only applicable for CD/DD firmware.*

If Option 171 is set to “YES” this option is used to specify the coin twist frequency.

Yes = Coin twist is LOW frequency + 3dB.

No = Coin twist is HIGH frequency + 3dB.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Select Answer Recognition

Select Answer Recognition (Option 167) *Only applicable for CD/DD type firmware.*

Specify the type of answer recognition to be used by the payphone. Two types of answer recognition are available depending on the configuration of the payphone "smart board."

To determine the type of answer recognition that should be used, it is recommended that test calls be made on the phone using both types of answer recognition.

Type 1 Answer Recognition

Type 1 answer recognition is performed by the payphone firmware. There are no additional hardware requirements needed for type 1 answer recognition.

Type 2 answer recognition

Type 2 answer recognition requires additional hardware. An external circuit board must be installed on the expansion port at the rear of the "smart board."

- Press [SPACE] to toggle the selection between "Type2" or "Type1"

Type1 = Type 1 (firmware) answer recognition will be used (DEFAULT)

Type2 = Type 2 (hardware) answer recognition will be used

Allow 976 Numbers

Allow 976 Numbers (Option 145)

Specify if the phone should allow or deny 976-XXXX numbers that are dialed by the payphone user.

NOTE: If 976-XXXX numbers are to be allowed, this option must be set to "YES" and the "976" exchange must be assigned to a cost band. (Reference Chapter 4 *Edit NPA/NXX's and Country Codes.*)

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone allows 976-XXXX numbers

No = Phone denies 976-XXXX numbers

Enable Wink Detect

Enable Wink Detect (Option 124)

Specify if the phone should recognize a wink signal if received from the central office. The wink is used to signal the phone that the called party has gone on hook and dial tone is about to be returned to the line (secondary dial tone).

If the phone detects a wink signal, the digits "111" are sent out on to the line to prevent someone from trying to fraud the payphone by dialing a number on the regenerated dial tone.

NOTE: The phone will only detect a wink if the central office provides a wink service.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Wink Detect Enabled

No = Wink Detect Disabled (default)

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Pulse or DTMF "111" For Anti Fraud

Pulse or DTMF "111" For Anti Fraud (Option 115)

This option works in conjunction with the "Wink Detect" option (Option 124). If "Wink Detect" is enabled and the phone detects a wink from the CO, the phone will send three "1" digits out on to the phone line to interrupt the user's dialing. Use this option to specify if the three "1" digits should be sent in DTMF or Pulse.

It is recommended that this option be set to "Pulse." This allows the central office to detect the "111" digits but if the wink detected by the phone was a false wink, the "1" digits will not interfere with voice mail or pagers... etc.

- Press [SPACE] to toggle the selection between "Pulse" or "DTMF"

Pulse = "111" dialed in Dial Pulse (default)

DTMF = "111" dialed in DTMF

Note: If this option is set to "pulse", the field labeled "keypad" in the cost band used to process the call must be set to a value between 2 and 8.

Allow 0+ Separation by LATA

Allow 0+ Separation by LATA (Option 151)

Specify if 0+ Intrastate and 0+InterState calls should be processed using separate routes.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Separate routes will be used to process 0+ Intrastate and 0+InterState calls.

No = The same route will be used to process 0+ Intrastate and 0+InterState calls.

Non-Coin Line or Coin Line Operation

Non-Coin Line or Coin Line Operation (Option 127) *Only applicable for CD/DD firmware.*

Specify if the phone is operating on a coin line or a non-coin line.

If this option is set to non-coin line mode, the payphone provides coin functions such as prompting for coin deposits and escrow relay control.

If this option is set to coin line mode, coin functions are provided from a source other than the payphone, example: operator or ACTS computer.

- Press [SPACE] to toggle the selection between "Non" or "Coin"

Non = Phone will provide coin functions such as prompting the user for coin deposits and controlling the escrow relay. (default)

Coin = Coin functions are provided from a source other than the payphone (operator or ACTS computer)

Open Loop/ Continuous Gnd. Coin Check

Open Loop/Continuous Gnd. Coin Check (Option 137) *Only applicable for CD/DD firmware.*

Specify the coin checking method to be used when the phone is operating on a coin line. Available choices are "open loop" and "continuous ground."

The coin checking method is dependent on the type of coin checking equipment being used by the central office; therefore, check with the central office to determine the appropriate setting for this option.

- Press [SPACE] to toggle the selection between "Loop" or "Gnd."

Loop = Phone will use Open Loop coin check. (default)

Gnd. = Phone will use Continuous Ground coin check.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

-130 or +130 Volt Refund Signal

-130 or +130 Volt Refund Signal (Option 148) *Only applicable for CD/DD type firmware.*

Specify the voltage level for refunding or collecting deposited coins.

The standard central office works such that -130V is provided if there is no answer or if a toll free number was dialed, and +130V is provided if the call is answered or completed.

There are certain situations where the central office works such that the opposite is true (+130V refund / -130V collect). This option should be set to match the refund voltage provided to the phone by the central office.

- Press [SPACE] to toggle the selection between "-130" or "+130"

-130 = -130V Refund / +130V Collect (default)

+130 = +130V Refund / -130V Collect

Park Tip on Ground

Park Tip on Ground (Option 181) *Only applicable for CD/DD firmware.*

Specify if *tip* should automatically be connected to ground if a stuck coin condition occurs in the phone. This is useful for notifying the CO that the phone should be taken out of service.

- Press [SPACE] to toggle the selection between "Y" or "N".

Y = Tip will automatically be connected to ground if a stuck coin condition occurs in the phone (default)

N = If a stuck coin condition occurs in the phone, *tip* will not automatically be connected to ground.

Enable Bong Tone on 0+ Calls

Enable Bong Tone on 0+ Calls (Option 118)

Specify if the phone should generate a bong tone on zero plus (0+) calls. If a source other than the phone will be generating a bong tone, this option should be disabled to prevent a double bong.

NOTE: If this option is set to "YES" (Enable Bong Tone on 0+ Calls), The Edit Routing Variables area of the program (Screen 2.2.1) must be programmed for proper processing of card calls.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will generate a bong tone on all 0+ calls (default).

No = Phone will not generate a bong tone on 0+ calls.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Use Bong or Voice Prompt on 0+ Calls

Use Bong or Voice Prompt on 0+ Calls (Option 161)

This option is only applicable if the option "Enable Bong Tone on 0+ calls" (Option 118) is set to [YES]. Specify if the phone should generate a bong tone or a voice prompt (on 0+ calls) instructing the user to enter the card number.

A bong tone is the standard prompt but a voice message may be selected.

If [VOICE] is selected for this option, the message generated by the phone is as follows: "Please insert card."

- Press [SPACE] to toggle the selection between "Bong" or "Voice"

Bong = A bong tone is generated by the phone instructing the user to enter the card number. (default)

Voice = The voice message "Please insert card" is sounded to instruct the user to enter the card number.

Allow US Coins

Allow US Coins (Option 135)

Specify if the phone should accept or deny U.S. coins. This option is only applicable to those phones that have an electronic coin scanner installed.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will accept U.S. Nickels, Dimes, Quarters and New Canadian Nickels (default).

No = Phone will deny U.S. Nickels, Dimes, Quarters and New Canadian Nickels

Allow Canadian Coins

Allow Canadian Coins (Option 136)

Specify if the phone should accept or deny Canadian coins. This option is only applicable to those phones that have an electronic coin scanner installed.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will accept Canadian Nickels, Dimes, Quarters and U.S. Nickels (default)

No = Phone will deny Canadian Nickels, Dimes, Quarters and U.S. Nickels

Rate Intra/ InterState NPA- 555 Same

Rate Intra/InterState NPA-555 Same (Option 116)

Specify if IntraState NPA-555-XXXX calls should use the same cost band as InterState NPA-555-XXXX calls (band 102), or if they should use the same cost band as 555-XXXX calls (band 101).

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Send InterState and IntraState (1)-NPA-555-XXXX calls to cost band (102)

No = Send IntraState (1)-NPA-555-XXXX and 555-XXXX calls to cost band (101)

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Enable Voice Error Messages

Enable Voice Error Messages (Option 146)

Specify if the phone should sound a voice message or a beeping sound in the payphone handset if an error condition occurs with the phone.

If this option is set to [Y], a number is sounded in the handset to indicate the particular error condition. Reference the user manual for voice error code definitions.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = A Voice error code is sounded to indicate an error condition.

No = A beep is sounded to indicate an error condition (default).

Allow Card Only Mode of Operation

Allow Card Only Mode of Operation (Option 164)

Specify if the phone should only allow card calls. If this option is set to [YES], the phone will not prompt the user for coin deposits (even if the call is 1+) and any deposited coins will be returned to the user.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will allow card calls but deny coin calls.

No = Phone will allow both card calls and coin calls.

Disable Piezo Ringer

Disable Piezo Ringer (7000 Series Only) (Option 175)

Specify if the piezo electric ringer in the phone should be disabled.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = The piezo electric ringer will not ring when an incoming call is received.

No = The piezo electric ringer will ring when an incoming call is received.

Monitor Loop Reversal Until Normal

(Coin line only)

Monitor Loop Reversal Until Normal (Option 184) *Only applicable for CD/DD type firmware.*

Specify if the phone should be placed off hook if a loop reversal is detected. The phone will be placed in the on hook condition when loop returns to normal.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = If loop reversal is detected, the phone will be held off hook until loop returns to normal.

No = The phone will not be placed off hook if a loop reversal is detected.

Disallow Local or 1+ Calls, Loop Rev

(Coin line only)

Disallow Local or 1+ Calls, Loop Reversal (Option 188) *Applicable for CD/DD type firmware.*

Specify if local and 1+ calls should be disabled if the phone detects a loop reversal.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = The phone will deny a local or long distance call if a loop reversal is detected.

No = The phone will allow local and long distance calls regardless if loop is reversed.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

**Remove Ground,
Col./Ref
Detected**
(Coin line only)

Remove Ground, Col./Ref Detected (Option 185) Only applicable for CD/DD type firmware.
Specify if ground should be removed immediately upon detecting a collect or refund signal from the central office.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Ground is removed immediately after detecting a collect or refund signal from the central office.

No = Ground is removed only after a collect or refund signal has come and gone.

**Modem Chip
or Simulated
Modem**

Use Modem Chip or Simulated Modem (Option 133A) Only applicable for CA/DA firmware.
Specify if a simplex modem or a modem chip is to be used when the phone communicates with the computer. Use the chart below to determine the correct setting for this option. If necessary, the mount number can be found inside the phone on the right side of the chassis assembly.

- Press [SPACE] to toggle the selection between "Sim" or "Chip"

Sim = Simplex modem communication is used between the phone and the computer.

Chip = A modem chip is installed in the phone.

CTR -200BB+	(Mount 5)	No Modem Chip
CTR -200CA	(Mount 10)	Modem Chip Installed
CTR -700/750	(Mount 4)	Modem Chip Installed
CTR -200ECS	(Mount 16)	Modem Chip Installed
CTR -700/750ECS	(Mount 15)	Modem Chip Installed
CTR -900	(103E Board)	Modem Chip Installed
CTR -901	(103F Board)	Modem Chip Installed

**Select
High or Low
Transmit Level**

Select High or Low Transmit Level (Option 141) Only applicable for CD/DD type firmware.
Specify the default transmit level of the handset mouth piece. Proper setting of this option insures that the correct side tone level is provided for the payphone user.

- Press [SPACE] to toggle the selection between "High" or "Low"

High = The voice transmit level of the handset automatically changes to HIGH when the receiver volume level of the handset is at a low or medium level (Default).

Low = The voice transmit level is set to LOW at all times.

**Set
Modem Speed to
1200 or 300 Baud**

Set Modem Speed to 1200 or 300 Baud (Option 133D) Only applicable for CD/DD type firmware.

Specify the speed at which the phone will communicate with the computer. The communication speed of the phone must be set to match the communication speed of the computer's modem.

Communicating at 1200 baud is more efficient than communicating at 300 baud, however, it may be necessary to communicate at 300 baud to compensate for poor line conditions.

- Press [SPACE] to toggle the selection between "1200" or "300"

1200 = The phone will communicate with the computer at 1200 baud

300 = The phone will communicate with the computer at 300 baud

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

1200 Baud FSK (7000 Series Only)

Specify if a 1200 baud FSK modem is being used to communicate with the computer.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = 1200 baud FSK modem is being used to communicate with the computer.

No = 1200 baud FSK modem is not being used to communicate with the computer.

MODES 182 - 198

MODE 182

This mode is currently undefined and therefore not applicable.

MODE 183 (Cockoo tones in place of "...not a billable number message (Y/N)")

If this option is set to **Yes**, the phone sounds cuckoo tones in response to a non billable number being dialed. If this option is set to **No**, the phone sounds the "Not a billable number" in response to a non billable number being dialed.

MODE 187

This mode is currently undefined and therefore not applicable.

MODE 191

This mode is currently undefined and therefore not applicable.

MODE 192

This mode is currently undefined and therefore not applicable.

MODE 193

This mode is currently undefined and therefore not applicable.

MODE 194

This mode is currently undefined and therefore not applicable.

MODE 195

This mode is currently undefined and therefore not applicable.

MODE 196

This mode is currently undefined and therefore not applicable.

MODE 197

This mode is currently undefined and therefore not applicable.

MODE 198

This mode is currently undefined and therefore not applicable.

Allow Non Coin Calls When Relay Jam (Option 173) *Only applicable for CD/DD firmware.*

Specify if the phone should allow or deny non-coin calls in situations where the coin relay is not operating properly.

Allow
Non Coin Calls
When Relay Jam

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Allow Non Coin Calls When Relay Jam (continued)

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone allows non coin calls if the coin relay is not operating properly.

No = Phone denies non coin calls if the coin relay is not operating properly (Default).

Enable Initial Time Message

Enable Initial Time Message (Option 123)

Specify if the phone should sound the following message during the voice prompt for the initial coin deposit: "Please deposit XX.XX amount for X minutes" where X is equal to the cost and time specified in the cost band associated with the dialed number. This option is only applicable to coin calls.

Examples

1. If this option is set to [YES] and the cost band associated with the dialed number is programmed for \$1.35 for three minutes, the phone will sound the following prompt: "Please deposit one dollar and thirty-five cents for three minutes."
2. If this option is set to [NO] and the cost band associated with the dialed number is programmed for \$1.35 for three minutes, the phone will sound the following prompt: "Please deposit one dollar and thirty-five cents."

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone sounds the message as follows: "Please deposit XX.XX for X minutes."

No = Phone will sound the message as follows: "Please deposit XX.XX" (default)

Enable Credit Card Messages

Enable Credit Card Messages (Option 125)

This option is intended for use with phones that are equipped with a card reader bezel.

Specify if the phone should sound the "or insert card" message on 1+ type coin calls. If enabled, the phone will sound this message after prompting the user to deposit the required amount of money for the call.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will sound the "or insert card" message.

No = Phone will not sound the "or insert card" message.

Enable Cellular Applications

Enable Cellular Applications (Option 154)

Specify if the phone should enable or disable cellular applications. This option only applies if the payphone is connected to a cellular network.

Enabling cellular applications will slow the speed at which the payphone dials digits to the line. This insures compatibility with cellular networks.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Enable cellular applications.

No = Disable cellular applications (default).

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Use English or Spanish Voice Prompts

Note

This option requires that Custom firmware be installed in the phone.

Use English or Spanish Voice Prompts (Option 165) *Only applicable for CD/DD firmware.*
Select the language to be used for all voice prompts sounded by the phone.

NOTE: Bilingual phones use optional firmware. Confirm that your phones contain the proper firmware before modifying this option.

If the phone is bilingual, the user may select the alternate language by pressing the appropriate key on the keypad.

- Press [SPACE] to toggle the selection between "Eng" or "Spa"

Eng = Phone will use English as the default language for voice prompts. (default)

Spa = Phone will use Spanish as the default language for voice prompts.

Enable Feature Group "F"

Note

This option requires that Custom firmware be installed in the phone.

Enable Feature Group "F" (Option 163) *Only applicable for CD/DD firmware.*

Specify if the phone should use feature group "F" when interfacing with the operator.

Feature group "F" is only available with Protel phones and requires properly trained personnel and equipped operator centers.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will interface with operator center using feature group "F."

No = Phone will not interface with operator center using feature group "F". (default)

Call Restrictions By Time of Day

Call Restrictions By Time of Day (Option 166) *Only applicable for CD/DD firmware.*

This option may be used to deny incoming and outgoing calls during certain times of the day (during the time that the polling window is active), and is intended for use with phones that are located in prison environments or areas where drug trafficking is common.

NOTE: Phone must be equipped with proper firmware.

Drug Trafficking

For drug related areas: If this option is set to "YES" the phone will deny all coin calls and incoming calls during the polling window.

Prison Environments

For prison applications: If this option is set to "YES" the phone will deny all calls during the polling window.

- Press [SPACE] to toggle the selection between "Yes" or "No"

Yes = Phone will deny calls during the time that the polling window is active.

No = Phone will allow calls at any time. (default)

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Free/Restrict after Limited Overtime

Free/Restrict after Limited Overtime (Option 178) *Only applicable for CD/DD firmware.*

Use this option to either restrict a call or allow free call time after a specified number of overtime periods have been used by the phone user.

- *Allow an unlimited number of over time periods and charge the call normally as specified in the cost record used to process the call.*
 - a. Enter zero (0) in the field labeled "Limited Local Overtime"
 - b. Position the cursor to the field labeled "free/restrict after limited overtime" and then press [Space] to set this field to "res".
- *Allow free call time after the customer uses the specified number of overtime periods.*
 - a. In the field labeled "Limited Local Overtime" enter the number of overtime periods that the user will be charged for before being granted free time.
Legal values for this field are 0 -127.
 - b. With the cursor positioned on the field labeled "free/restrict after limited overtime," Press [SPACE] to set the field to "Free".

Limited local overtime

Limited local overtime *Only applicable for CD/DD type firmware.*

Use this option to specify the maximum number of overtime periods that should be granted to the phone user. This option should be set in conjunction with the option labeled "free/restrict after limited overtime".

- *Allow an unlimited number of over time periods and charge the call normally as specified in the costing record used to process the call.*
 - a. Enter zero (0) in the field labeled "Limited Local Overtime."
 - b. Position the cursor to the field labeled "free/restrict after limited overtime" and then press [Space] to set this field to "res".
- *Allow free call time after the customer uses the specified number of overtime periods.*
 - a. In the field labeled "Limited Local Overtime" enter the number of overtime periods that the user will be charged for before being granted free time.
Legal values for this field are 0 -127.
 - b. With the cursor positioned on the field labeled "free/restrict after limited overtime," Press [SPACE] to set the field to "Free".

Coin Box Removal Starting Hour

Coin Box Removal Starting Hour

(This option is only applicable to 8000 Series phones running custom 26 firmware.)

Specify the beginning hour of the day that the phone will expect the coin box to be removed for the purpose of being emptied. If the coin box is removed between the time specified in this field and the field labeled "Coin Box Removal Window Length," the phone will not report in to the computer notifying that the coin box was removed. If the coin box is removed during a time that is outside of the coin box removal window, the phone will notify the computer by sending the following flag: BR (Box Removal).

- Legal values for this option are 0 - 23, where the specified number indicates the beginning hour of the coin box removal window.
- The specified value must be in the 24hr format. (1 = 1:00am - 23 = 11:00pm)
- A setting of zero (0) disables the coin box removal window.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Coin Box Removal Window Length

Coin Box Removal Window Length

(This option is only applicable to 8000 Series phones running custom 26 firmware.)

Specify the number of hours that the coin box removal window should remain active. The beginning hour of the coin box removal window is specified in the field labeled "Coin Box Starting Hour."

If the coin box is removed during the time that the window is active, the phone will not report in to the computer notifying that the coin box was removed. If the coin box is removed during a time that is outside of the coin box removal window, the phone will notify the computer by sending the following flag: BR (Box Removal).

- Legal values for this option are 0 - 23, where the specified number indicates the number of hours that the coin box removal window will remain active.
- A setting of zero (0) disables the coin box removal window.

Coin Box Reporting Hour

Coin Box Reporting Hour

(This option is only applicable to 8000 Series phones running custom 26 firmware.)

Specify the hour of the day that the phone should report in to the computer to notify that the coin box was removed. This option is only applicable in situations where the coin box is removed during a time that is inside of the coin box removal window. This option provides a method to allow the phone to delay the reporting of the BR flag until a time that is least likely to interfere with the normal operation of the phone.

- Legal values for this option are 0 - 24. The number entered determines the hour of day that the phone will report in to the computer to notify that the coin box was removed.
- A setting of zero (0) disables this feature. The phone will automatically report in to the computer within 2 minutes after the coin box is removed.

Coin Mechanism Type

Coin Mechanism Type *Only applicable for CD/DD type firmware.*

Specify the type of coin mechanism that is installed in the payphone.

If the type of coin mechanism selected here is not the same as the type installed in the payphone, the phone will deny coin calls and may report coin mechanism errors to the computer.

- 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.

Coin Mechanism Types

Mechanical
Electronic Coin Scanner I (ECSI)
Electronic Coin Scanner II (ECSII)

Coin Collect Time

Coin Collect Time (Option 122)

Specify the amount of time (grace period) that the phone should wait, after detecting "answer", before collecting deposited coins. If the phone goes on hook before the grace period expires, deposited coins are refunded to the user.

Setting this option appropriately compensates for situations where the phone is operating on a line with out- of-spec tones, busy signals, SIT tones are unavailable or where the call is not answered.

- 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.

Coin Collect Time

Immediately
Delay 2 seconds
Delay 4 seconds
Delay 6 seconds
Delay 8 seconds
Delay 10 seconds
Delay 12 seconds
Delay 14 seconds

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Receiver Volume

Receiver Volume

Specify the default volume level of the handset receiver. This is the volume level of the receiver at the time the handset comes off hook.

- 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.

Receiver Volume Options
High Medium Low

Prompt "0" or SD #92 for Emergency

Prompt "0" or SD #92 for Emergency (Option 158) *Only applicable for CA/DA type firmware.*

Select the voice message to be sounded by the payphone when notifying the user which digit to dial for emergency assistance. This message is sounded if the user dials 0-.

EXAMPLES

1. If emergency assistance is accessed through the local operator, set this option to "0."
In this case, if the user dials 0-, the phone will sound the following message: "Dial the number you wish to call or dial 0 for an emergency."
2. If emergency assistance is accessed by dialing a number other than 0-, enter the emergency assistance number in speed dial position #92 (Mode 31).

In this case, if the user dials 0-, the phone will sound the following message: "Dial the number you wish to call or dial XXX-XXXX for an emergency. (where XXX-XXXX is the number programmed in speed dial position #92).

NOTE: This option (Option 158) only applies if Mode 351, cost band 108, bit 1 is set to "2" or "3."

0 = Phone sounds following message if user dials 0-: "...dial 0 for an emergency"
(default)

SD#92 = Phone sounds the following message if user dials 0-: "...dial XXX-XXXX for an emergency" [XXX-XXXX = number programmed in speed dial location #92.]

Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes

Note
Flag codes are only
applicable to phones
running CD/DD
firmware

Audit CDR Error {NE}

This flag indicates that an error was detected with the non Store & Forward call detail records (CDR) stored in the phone. The CDR information transferred to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Bad Ground {BG}

This flag indicates that the phone made four unsuccessful attempts to detect a collect or refund signal from the central office.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

NOTE: This flag is reset after the phone successfully detects a collect or refund signal from the central office.

Box Missing {BM}

The error flag {BM} indicates that the coin box has been missing from the phone for at least 15-minutes.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Box Removed {BR}

The error flag {BR} indicates that the coin box has been 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.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Call Accounting Error {AE}

The error flag {AE} indicates that an error was detected in the RAM that is used for call accounting. The call accounting information received from the phone may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Cash Box Emptied (*#1) {E\$}

Specify if this flag should immediately be reported to the computer if a repair person enters the (*#1) reporting command at the payphone keypad. [*#1 = Coin Box Emptied] or if this option is turned on [YES], and the coin box is removed from the phone, and the (*#1) reporting command is not entered at the keypad by the repair person, the phone will report in to the computer two minutes after the flag is set.

Clock Reset {CR}

This flag indicates that the date and time in the phone has been reset due to a power-on reset condition.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Amount Error {BE}

This flag indicates that an error was detected in the "Coin Box Amount" totalizer. The coin box amount reported to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Full {SF}

This flag indicates that the volume of coins in the coin box has reached 100 percent. The coin box must be emptied to prevent the possibility of coins becoming jammed.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

Coin Box Volume Error {VE}

This flag indicates that an error was detected with the coin box volume percentage reported to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Box Volume Reached {SV}

This flag indicates that the volume of coins currently in the coin box has reached the percentage (%) full specified in the field labeled "Cash Box Volume."

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Gate Failure {CG}

This flag indicates that an error was detected with the operation of the collect/refund gate of the Electronic Coin Scanner II.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set

Coin Scanner Error {ME}

This flag indicates that an error was detected with the operation of the electronic coin scanner or associated circuitry.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Coin Totalizer Error {\$E}

This flag indicates that an error was detected in the non-resettable coin totalizer in the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Dial Inactivity {DI}

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/receiver turned on.). The value of X must be specified in the option labeled "Peg Count/Inactivity."

EEPROM Error {EE}

This flag indicates that the program stored in the EEPROM in the phone is corrupted.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Handset Gone {HG}

This flag indicates that improper resistance of the handset receiver was detected. The handset may be missing or the handset wiring may be incorrect or defective.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Handset Off-Hook {HO}

This flag indicates that the handset of the phone has been detected to be off hook for 15 minutes.

If this option is turned on [YES], the phone will report in to the computer two minutes after the handset is detected to have been off hook for 15 minutes.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

Inactivity {DE}

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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Loop Reversed {LR}

This flag indicates that the tip and ring wires connected to the phone are reversed.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Low Battery {LB}

This flag indicates that the voltage of the battery in the phone may not be at the proper level. This may cause improper operation of the payphone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Lower Alarm {LA}

If this option is turned on [YES], the phone will report in to the computer after the coin box is returned to its normal position or the phone will report immediately after 15 minutes has passed without the coin box being returned to its normal position.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Opto-coupler defective {OC}

The error flag {OC} indicates a collect/refund hardware failure in the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Overage Error {OE}

This flag indicates that an error was detected in the data used to show the difference between the amount of money charged for a call and the amount of money deposited. The totals reported to the computer may not be accurate.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Peg Count Reached {PC}

This flag indicates that the number of completed calls made on the phone is equal the number specified in the field labeled "Peg Count/Inactivity", and the phone has not yet reported the details of the calls to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Phone Repair (*#3) {PR}

This flag indicates that a payphone repair person entered the reporting command "*#3" at the payphone keypad. This reporting command causes the phone to report in to the computer and request a download of the costing record.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Options & Registers

Options & Registers Field Definitions (continued)

Reporting Flag Codes (continued)

RAM Error {RE}

If this option is turned on [YES], and this flag becomes set in the phone, the phone will report in to the computer two minutes after every off-hook attempt until the flag is reset and a new costing record is downloaded from the computer to the phone.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Relay Collect Failure {RC}

This flag may be used to notify the computer 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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Relay Jam {RJ}

This flag indicates that the coin relay or associated circuitry is not operating correctly.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Relay Refund Failure {RR}

This flag may be used to notify the computer 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.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Reset Totalizer Error {TE}

This flag indicates that an error was detected in the "Amount Collected to Date" totals reported from the phone to the computer.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Silicone Ser # {SN} (Only applicable to 7000 Series paystations.)

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.

Status Check (*#2) {ST}

This flag indicates that a repair person entered the reporting command "*#2" at the payphone keypad. This reporting command instructs the phone to call the computer and report the details of the calls that have been made on the phone since the last time that the phone reported this information. The costing record in the phone is verified to be up to date and, if necessary, a new costing record is downloaded from the computer to the phone.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Time Report {TR}

This flag indicates that the phone has reported in to the computer when scheduled to. The scheduled time for the phone to report in to the computer is specified in the "Reporting Options" on this screen.

Specify if this flag should be immediately reported to the computer if it becomes set in the phone.

If this option is turned on [YES], the phone will report in to the computer two minutes after the flag is set.

Upper Alarm {UA}

If this option is turned on [YES], the phone will report this flag to the computer two minutes after the upper housing has been detected to be removed for a period of at least 640 ms.

Specify if this flag should automatically be reported to the computer if it becomes set in the phone.

Options & Registers

Options & Registers Field Definitions (continued)

Display Messages

Display Message 1

This option pertains to those phone that are equipped with an LCD display.

Enter the text to be displayed immediately after the "Please dial number or insert card" message is displayed.

Up to 40 alpha/numeric characters may be used. The first 20 characters will appear on line 1 of the LCD message and the second set of 20 characters will appear on line 2 of the LCD message.

Display Message 2

This option pertains to those phone that are equipped with an LCD display.

Enter the text to be displayed immediately after the "Call is being processed" message is displayed.

Up to 40 alpha/numeric characters may be used. The first 20 characters will appear on line 1 of the LCD message and the second set of 20 characters will appear on line 2 of the LCD message.

Chapter 6

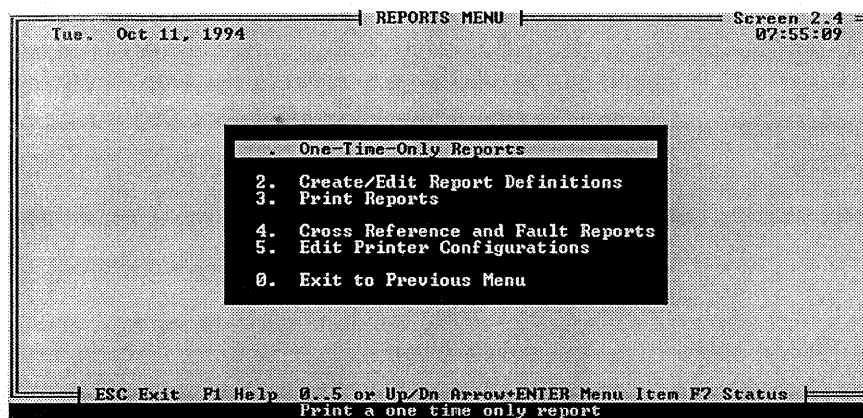
Reports

Reports

Overview

Generating Reports

Sixteen different types of reports may be generated using either the One-Time-Only Reports function or the Print Reports function of ExpressNet®. This section of the manual details the steps necessary to generate these reports and define the parameters that determine what information is to be included in the reports. Shown below are descriptions of the functions available from the Reports Menu main screen.



One-Time-Only Reports

This function is used to immediately print one of 16 available report types. Upon selection of this option a listing of the available reports is displayed. Once the desired report is chosen a new screen is displayed prompting you to enter the parameters that determine what information is to be included in the report. Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for information on defining the parameter settings.

Create/Edit Report Definitions

This function is used to set up the program to automatically print reports during specified times of the month. Upon selection of this option, a new screen is displayed prompting you to define the parameters that determine when a particular report will be printed and what information should be included in the report. One report definition record must be created for each report that is to be automatically printed.

Print Reports

This function is used to generate reports based on the preferences that were previously defined and saved in a report definition record, (See option 2 above.) Upon selection of this option, a list of predefined report names are displayed. Once the desired report is selected, it is immediately directed to the printer or spooled to a file (as specified in the report definition record) in the following default directory on the hard disk \XNET\LOCAL\SPOOL. Report parameters such as automatic printing times are ignored when using this function.

Cross Reference and Fault Reports

This function provides the ability to generate reports showing information on the following:

- Site accounts that have been assigned to use a specific options record.
- Site accounts that have been assigned to use a specific cost center.
- Site accounts that have not been assigned to use a specific options record or cost center.
- Group numbers that have not been assigned to a polling list.

Edit Printer Configurations

This function is used to set up the output destination for the reports. Up to three printer ports (LPT1, LPT2, LPT3) may be defined. Each port may be assigned a descriptive name, print codes for uncompressed/compressed print, and each port may be designated as a local printer, a LAN printer or NO printer attached.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

One-Time-Only Reports

One-Time-Only Reports

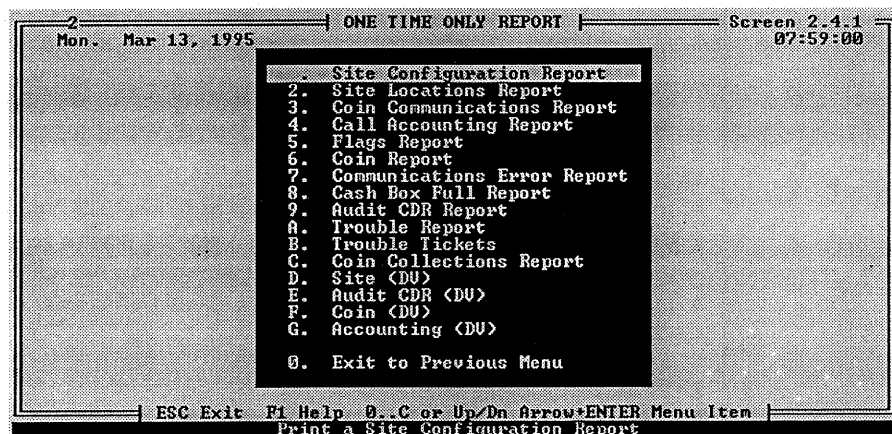
Printing One-Time-Only Reports

This function is used to immediately print one of 16 available report types. Upon selection of this option a listing of the available reports is displayed. Once the desired report is chosen a new screen is displayed prompting you to enter the parameters that determine what information is to be included in the report. Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for information on defining the parameter settings.

Specifying parameters for printing a one-time-only report

Use the information below to print a One-Time-Only report.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - A screen similar to the following is displayed.



- b. Use the arrow keys to highlight the desired report and then press [ENTER].
 - A new screen is displayed prompting you to enter the parameters for the report.
- c. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
 - Field parameters are defined in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- d. Press [F2] *Confirm* after all fields have been defined.
- e. The report will now be directed to the specified output destination.
 - Descriptions of each report can be found elsewhere in this chapter.

Reports

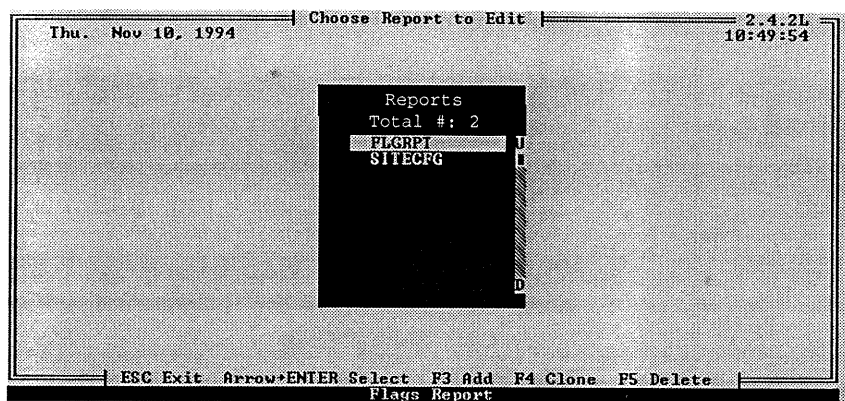
Adding/Cloning/Deleting Report Definition Records

This function is used to set up the program to automatically print reports during specified times of the month. This option requires that you define the parameters that determine when a particular report will be printed and what information should be included in the report. One report definition record must be created for each report that is to be automatically printed.

Listed below are instructions for adding, cloning and deleting report definition records.

HELP [F1]

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



Adding Records

Adding a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Press [F3] *Add*
- Use the arrow keys to highlight the type of report definition record that you want to create.
- Press [ENTER].
- In the field labeled *Name*, enter a name for the report definition record. Record names may be any combination of up to 12 alphanumeric characters.
- Press [F2] *Continue*.
- Edit, as necessary, the settings for the report definition record. Descriptions of all parameters may be found in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- Press [F2] *Save* after all parameters have been defined.

Cloning Records

Cloning a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Use the arrow keys to highlight the report definition record to be cloned (duplicated).
- Press [F4] *Clone*
- In the field labeled *Name*, enter a name for the report definition record. Record names may be any combination of up to 12 alphanumeric characters.
- Press [F2] *Continue*.
- Edit, as necessary, the settings for the report definition record. Descriptions of all parameters may be found in the section titled "Report Parameter - Field Definitions" elsewhere in this chapter.
- Press [F2] *Save* after all parameters have been defined.

Deleting Records

Deleting a Report Definition Record

- Select the following keys beginning from the main menu screen:
[4] *Reports*, [2] *Create/Edit Report Definitions*
- Use the arrow keys to highlight the record to be deleted or type the name of the record.
- Press [F5] *Delete* and then press Y at the prompt: *Do you really wish to delete this record?*

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Print Reports

Printing Predefined Reports

This function is used to generate reports based on preferences that were previously set up and saved in a report definition record. Upon selection of this option, a list of predefined report definition records are displayed. Once the desired report is selected, and if it is not set up as a manual report, it will be immediately directed to the printer or spooled to a file (as specified in the report definition record) in the following default directory in the hard disk \XNET\LOCAL\POOL. If the "manual" option is selected in the report definition record, you are prompted to specify the following information before the report is generate: range of dates, range of sites, and the destination for the report.

Use the information below to immediately print a predefined report.

- a. Press the following keys beginning from the main menu screen:

[4] *Reports*

[3] *Print Reports*

- b. Use the Up/Dn arrow keys to select the report to be printed.

Note: Only those reports that are associated with a report definition record will be available for printing.

- c. Press [ENTER]

- The report will now be directed to the destination specified in the report definition record.

ExpressNet®

Reference Manual

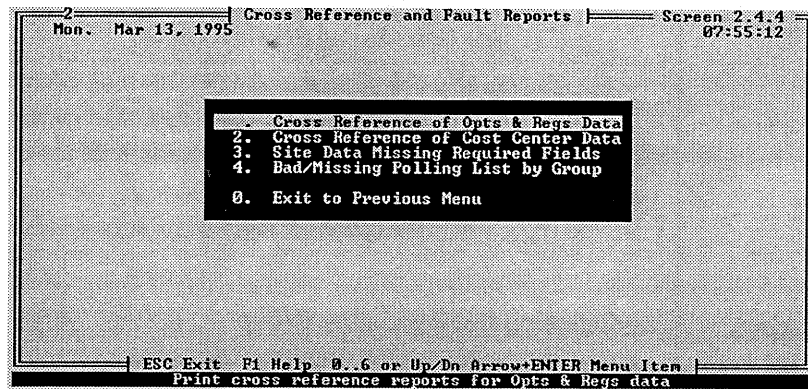
4/17/95 XNETRM001.0

Reports

Cross Reference Reports

This function provides the ability to generate reports showing information on the following:

- Site accounts that have been assigned to use a specific options record.
- Site accounts that have been assigned to use a specific cost center.
- Site accounts that have not been assigned to use an options record or cost center.
- Group numbers that have not been assigned to a polling list.



Cross Reference Options & Registers Data

Cross Reference of Opts & Regs Data

This function creates a report showing which phone accounts have been assigned to a specific options record.

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [4] *Cross Reference and Fault Reports*
 - [1] *Cross Reference of Opts & Regs Data*
- Use the Up/Dn arrow keys to select the options record to be cross referenced.

Note: To search for a particular record, enter the record name.
- Press [ENTER] to generate the report.
 - The following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - Ledger number assigned to the site record.

Cross Reference of Cost Center Data

Cross Reference of Cost Center Data

This function creates a report showing which accounts have been assigned to a specific cost center.

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [4] *Cross Reference and Fault Reports*
 - [2] *Cross Reference of Cost Center Data*
- Use the Up/Dn arrow keys to select the cost center to be cross referenced.

Note: To search for a particular record, enter the record name.
- Press [ENTER] to generate the report.
 - The following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - Ledger number assigned to the site record.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Cross Reference Reports (continued)

Site Data Missing Required Fields

Site Data Missing Required Fields

This function creates a report showing which site accounts have not been assigned to use a particular options record or cost center.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [4] *Cross Reference and Fault Reports*
 - [3] *Site Data Missing Required Fields*
- b. The report is now generated and the following information is provided in the report:
 - The name of the site record (ANI number)
 - The group number assigned to the site record.
 - The cost center assigned to the site record
 - The options & registers record assigned to the site record.

Bad/Missing Polling List by Group

Bad/Missing Polling List by Group

This function creates a report showing which groups, if any, have not been assigned to an incoming and/or outgoing polling list.

- a. Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [4] *Cross Reference and Fault Reports*
 - [4] *Bad/Missing Polling List by Group*
- b. The report is now generated and the following information is provided in the report:
 - Group numbers that have not been assigned to an incoming poll list.
 - Group numbers that have not been assigned to an outgoing poll list.
 - Poll lists that are not being used by any groups.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Edit Printer Configurations

Defining the Printer Ports

This function is used to set up the output destination for the reports. Up to three printer ports (LPT1, LPT2, LPT3) may be defined. Each port may be assigned a descriptive name, print codes for uncompressed/compressed print, and each port may be designated as a local printer, a LAN printer or NO printer attached.

- a. Press the following keys beginning from the main menu screen:

[4] *Reports Menu*

[5] *Edit Printer Configurations*

- A screen similar to the following is displayed.

Fri. Nov 11, 1994		PRINTER DEFINITIONS		2.4.5	
				09:24:49	
Printer LPT1					
Printer Desc:	LASER2				
Compressed Print:	27	40	115	49	54 46 48 72
Uncompressed Print:	27	40	115	49	48 46 48 72
Printer Type:	Local Printer				
Printer LPT2					
Printer Desc:	VICTORY LASER2				
Compressed Print:	27	40	115	49	54 46 48 72
Uncompressed Print:	27	40	115	49	48 46 48 72
Printer Type:	LAN Printer				
Printer LPT3					
Printer Desc:	VICTORY LASER1				
Compressed Print:	27	15	0	0	0 0 0 0
Uncompressed Print:	27	18	0	0	0 0 0 0
Printer Type:	LAN Printer				
ESC Exit F1 Help F2 Save					
Enter the description for this printer					

- b. Press [TAB] position the cursor to the section of the screen that corresponds to the printer port to be defined (i.e. LPT1, LPT2 or LPT3.)
- c. In the field labeled *Printer Desc*, enter a descriptive name/comment that can be associated with the printer that is attached to this port.
 - Descriptive names may be any combination of up to twenty alpha/numeric characters.
- d. In the fields corresponding to *Compressed Print*, specify the decimal codes required to cause the printer to print in compressed mode. The codes entered here should be obtained from the user manual supplied with the printer.
- e. In the fields corresponding to *Uncompressed Print*, specify the decimal codes required to cause the printer to print in uncompressed mode. The codes entered here should be obtained from the user manual supplied with the printer.
- f. Use the arrow keys to highlight the field labeled *Printer Type* and then press [SPACE].
- g. Use the arrow keys to highlight the type of printer that is attached to the port being defined and then press [ENTER].
 - Available choices are as follows:

No Printer

Local Printer

Lan Printer

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Report Parameter Field Definitions

Listed below are definitions of the parameter fields in the "One-Time-Only Reports" and the "Create/Edit report definitions" sections of the program. Field parameter definitions are listed in the order that they appear on the screen, although certain fields may not appear on all report definition screens. In this situation, ignore the parameter definition as outlined below.

Range of Days

Range of Days

This field is used to specify the number of days to be included in the report.. In addition, you may specify the time stamp of the first record to be included in the report and the time stamp of the last record to be included.

- a. Press [SPACE]
- b. In the field labeled *Range of Days*, specify the number of days to be included in the report.
 - A setting of zero (0) causes the computer to include all days since the report was last printed.
 - A number other than zero (1-99) causes the computer to include the specified number of days (prior to today) in the report.
- c. In the field labeled *From* enter the time stamp of the first record to be included in the report. Time must be specified in the 24-hour format: (i.e. 00:00 = 12:00 am, 23:59 = 11:59 pm).
- d. Press [F2] to save changes.

Choose Ranges Of

Choose Ranges Of

Use this option to specify which phone accounts are to be included in the report. The range of accounts may be designated by group number, ledger number, and/or site account number.

- Press [SPACE] to display the editing screen for these parameters.

2 | Choose Range | 2.4.1.R
Mon. Dec 20, 1993 | 12:16:11

Choose Ranges of:

From Group: TO Group:

From Ledger #: TO Ledger #:

From Phone #: TO Phone #:

ESC Abort F1 Help F2 Continue Arrows
Enter starting GROUP.

HELP [F1]

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

From Group

Specify the beginning group number of phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones within a particular range of groups.

To Group

Specify the last group number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones within a particular range of groups.

From Ledger Number

Specify the beginning ledger number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of ledger numbers.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Report Parameter Field Definitions (continued)

Choose Range Of (continued)

To Ledger Number

Specify the last ledger number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of ledger numbers.

From Phone Number

Specify the beginning telephone number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of telephone numbers.

To Phone Number

Specify the last telephone number of the phone sites that should be included in the report.

Note: This is an optional field that need only be defined if the report should contain information on phones sites that are within a particular range of telephone numbers.

Order Of Report

Order Of Report

Use this option to specify how the data in the report should be sorted. The data may be sorted by *group + phone number*, *ledger number + phone number* or by site *Phone Number* alone.

- Press [SPACE] to display the editing screen (as shown below) for these parameters.
- Use the arrow keys to highlight the applicable field, and then press [SPACE] to enable.

2
Mon. Mar 21, 95 CHOOSE RANGES OF 09:40:06

Choose Ranges of: From Group:
To Group:

From Ledger #:
To Ledger #:

From Phone #:
To Phone #:

ESC Abort F1 Help F2 Continue Arrows
Enter starting group

Group Number + Phone Number

Specify if the data in the report should be sorted by group number and then phone number.

If this option is selected [✓], the order of the report is similar to the following:

- a. First Group #; first phone #, second phone #, etc.
- b. Second Group #; first phone #, second phone #, etc.

Ledger Number + Phone Number

Specify if the data in the report should be sorted by ledger number and then phone number.

If this option is selected [✓], the order of the report is similar to the following:

- a. First Ledger #, first phone #, second phone #, etc.
- b. Second Ledger #, first phone #, second phone #, etc.

Phone Number

Specify if the data in the report should be sorted by phone number. If this option is selected [✓], the order of the report is similar to the following:

- a. First phone #; Second phone #, etc.

Newest to Oldest Dates

Specify if the data should be displayed in date order from the most current date to the oldest date.

Oldest to Newest Dates

Specify if the data should be displayed in date order from the oldest date to the most current date.

Reports

Report Parameter Field Definitions (continued)

Type of Report

Type of Report (This option is only applicable to the Call Accounting Report.)

Specify if the data in the report should be summarized or if the report should contain detailed call accounting information. If a summary report is selected ([√]), only totals for the specified range of dates are shown. If a detailed report is selected ([]), the report shows totals for each site within the specified range of dates.

Flags to Print

Flags to Print (This option is only applicable to the flag report.)

Select which flags (if received from the phones) should be shown in the report. Press [Space] to display a listing of all possible flag codes. Then, select the flags by positioning the flashing cursor to the applicable flag code and press [Space] to select.

Errors to Report

Errors to Report (This field only applicable in the communications error report.)

Specify which errors (if any) should be included in the report. Reference the table below for error code definitions.

The report may be set up to show all error codes received from the phones or up to 10 errors may be selected for inclusion in the report.

Use the information below to specify which errors you want to be included in the report.

- a. Press [Space]
- b. Enter up to 10 error codes to be included in the report. See listing of error codes below.
 - To include all errors in the report, ensure that there are no individual error codes specified.

Error Code	Description	Error Code	Description
0	No error	43	Billing CDR not saved to file
1	No site record	44	Error opening billing CDR file
2	Build parameters failed	45	Bad billing CDR saved to file
3	Database time-out	46	Failed to clear billing records
4	Time-out on carrier detect	47	Failed to clear billing flags
5	BUSY detected	48	Get audit CDR record failure
6	No carrier detected	49	Temporary audit record save failed
7	Carrier, but no CONNECT	50	Checksum error in Audit record
8	Synchronous character not detected	51	Audit CDR not saved to file
9	Status string not complete	52	Error opening audit CDR file
10	Status string checksum bad	53	Failed to clear audit records
11	Phone number mismatch	54	Failed to clear billing flags
12	Phone type mismatch	55	No EEPROM blocks found
13	Security code command time-out	56	Error opening software file
14	Security code failed	57	Unlock EEPROM command time-out
15	Clear flags failed, time-out	58	Unlock EEPROM command failure
16	Clear flags failed	59	Disable EEPROM command time-out
17	Failed software version memory read	60	Disable EEPROM command failure
18	Failed extended software version	61	Software file not found
19	Escrow relay check failure	62	Software file not found
20	Full download failure, time-out	63	Software file download time-out
21	Full download failure	64	Verify software failure
22	Full download verify time-out	65	Software download command failure
23	Full download failure, verify	66	Check call accounting errors failure
24	Full download flag reset time-out	67	Get call accounting failure
25	Full download time-out	68	Failed to save call accounting
26	Full download accounting time-out	69	Reset call accounting time-out
27	Partial download time-out	70	Failed to save new call accounting
28	Partial download failure	71	Reset call accounting failure
29	Partial download time-out	72	Reset clock failure time-out
30	Partial download failure	73	Reset clock failure
31	Partial download verify time-out	74	Software file not assigned
32	Partial download verify failure	75	Full download complete, CA time-out
33	Failed clear coin flag command	76	Full download incomplete, CA time-out
34	Reset cash box volume failure	77	Failed to save speed dials
35	Phone & file checksums differ	78	Database read failure
36	n/a	79	Database write failure
37	Get CDR counts time-out	80	Communication fails
38	Billing CDR count error	81	Not a valid command
39	Audit CDR count error	82	Transmit fails CRC
40	Get billing CDR record failure	83	Receive fails CRC
41	Temp billing record save failed	84	Call was stopped manually
42	Chksum error in billing record		

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Report Parameter Field Definitions (continued)

Special Filters

Special Filters (This option only available on the Audit CDR report)

This function may be used to set filters that will determine which CDR records should be included in the report. Filters may be set for the following criteria:

■ **Destination Number**

Specify the destination telephone number of the call detail records that you want to be included in the report.

■ **Costing Band**

From Cost Band

Specify the first cost band (in a range of bands) used to process the calls that you want to be included in the report.

To Cost Band

Specify the last cost band (in a range of bands) used to process the calls that you want to be included in the report.

■ **Minimum Call Length**

Specify the minimum length (in minutes) that the calls must have lasted for the calls that you want to be included in the report.

If zero (0) is specified, the call length is not used to determine which call records are included in the report.

■ **Minimum Call Charge**

Specify the minimum amount of money that must have been charged for the calls that you want to be included in the report. If zero (0) is specified, the call charge is not used to determine which call records are included in the report.

■ **Choose Route**

Specify the route that must have been used to process the calls that you want to be included in the report. If zero is specified, the route is not used to determine which call records are included in the report.

Destination

In addition to sending the report to a file there can be up to three printer ports to choose from for the report's destination. Only those printer ports that were previously configured on screen 2.4.5 will be available here.

Sending the report to a printer

- Use the arrow keys to highlight the field that corresponds to the desired printer destination.
- Press [SPACE] to select [✓]

Spool to a File

- Use the arrow keys to highlight the field labeled *Spool To File*.
- Press [SPACE] to select [✓]
- Specify the directory and file name (Path) of where the report should be saved. Unless otherwise specified, the default path (as specified) is used.

Note: If the specified file name contains DOS wild cards (*, ?) anywhere in the last five characters of the file name, including the extension, ExpressNet® will substitute the wild card(s) with a valid file name. The computer first verifies how many files, with the same first six characters currently reside in the specified directory. The computer then assigns a new sequential file name to the next saved file.

Wild card substitutions are as follows:

First saved file:	XXXXXXAA.AAA
Second saved file:	XXXXXXAA.AAB
Third saved file:	XXXXXXAA.AAC

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Report Parameter Field Definitions (continued)

Misc Options

Disable Headings

Specify if the report headings and page breaks should be removed from the report [√]. This is useful for transferring data in the report to another computer program.

Frequency

Manual Report

Specify if the report should be printed only when it is selected from the list of predefined reports (screen 2.4.2.)

Hourly

Enable this option if the report should be generated every X number of hours. Upon selection of this option, the interval time between reports may be specified.

Automatic Daily

Specify if the report should automatically be generated on a daily basis.

Automatic Weekly

Specify if the report should automatically be generated on a weekly basis. Upon selection of this option, the particular day of the week that the report should be generated may be chosen.

Automatic Monthly

Specify if the report should automatically be generated on a monthly basis. Upon selection of this option, up to two dates may be specified indicating the particular days of the month that the report should be generated.

Auto Time

Specify the time of day that the computer should generate the report. This option is only applicable to the "automatic daily," "automatic weekly," and "automatic monthly" report options.

Options for Delimited Value Reports

Report Path

Specify the directory and file name (Path) of where the report should be saved. Unless otherwise specified, the default path (as specified) is used.

If the specified file name contains DOS wild cards (*, ?) anywhere in the last five characters of the file name, including the extension, the program will substitute the wild card(s) as follows:

- The computer first verifies how many files, with the same first six characters, currently reside in the specified directory. The computer then assigns a new sequential file name to the next saved file.

Wild card substitutions are as follows:

First saved file: XXXXXXXAA.AAA

Second saved file: XXXXXXXAA.AAB

Third saved file: XXXXXXXAA.AAC

etc...

X = Default file name or file name
specified by computer operator.

Field Delimiter

This field is used to specify the delimiter that will be used to separate fields within the exported text file.

The field delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.) Usually, a tab or a comma is used to separate fields within a record.

Record Delimiter 1

This field is used to specify the delimiter that will be used to separate records within the exported text file.

The record delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.) Usually, a Carriage Return is used to separate records.

Record Delimiter 2

This is an optional field used to specify a second delimiter to separate records within the exported text file.

The second record delimiter may be any ASCII character (Specify decimal value (0-255) of ASCII character.)

The second delimiter is usually a Carriage Return.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Report Parameter Field Definitions (continued)

Options for Delimited Value Reports (continued)

Date Format

This field is used to specify the format in which the date field should be exported.

- Press [SPACE] for a pick list of available choices.

Date Formats

ddmmyy	ddmmyyyy
dd/mm/yy	dd/mm/yyyy
mm/dd/yy	mmddyyyy
mm/dd/yy	yyyymmdd
yyymmdd	yyyy/mm/dd
yy/mm/dd	

Quote Strings

Specify if the report format should include quotes at the beginning and end of each field. Certain database/spreadsheet programs require this format for proper importing.

Press [SPACE] to toggle between [√] and [].

[√] = Quotes will be inserted at the beginning and end of each field.

[] = Quotes will not be inserted at the beginning and end of each field.

Boolean Format

Specify the format to be used to represent a YES/NO state.

Press [SPACE] for a listing of available choices.

Boolean Formats

Yes/ No
True/ False
ON /Off
1 or 0

Reports

Site Configuration Report

The data in this report shows the parameters that are set up in a specified range of site records. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - [1] *Site Configuration Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

09/23/94 08:03		Site Configuration Report					Page: 1	
All								
								Current
Group#	Phone#	Ledger #	Cost Record	Opt. Record	Current S/W	ROM Firmware	Download File	Serial # Date
000000	813-555-5555	818507	CA1	818507	CD1	CD4309-0007R	CD4309-0007R	//
001000	813-555-0113	325F1S1	CDX	325F1S1	CDX	CD4316-3341R	CD4316-3341R	431630E0.331 02/24/94
001000	813-555-0119	325F1S1	CDX	325F1S1	CDX	CD4316-0024R	CD4316-0024R	431630E0.331 05/05/94
001000	813-555-0127	325F1S1	CDX	325F1S1	CDX	CD8815-2007R	CD8815-2007R	431630E0.331 //
001000	813-555-8140	325F1S1	CDX	325F1S1	CDX	CD8815-2007R	CD8815-2007R	431630E0.331 11/02/92

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Ledger # This is the ledger number assigned to the site account.
Cost Record This is the name of the cost record assigned to the site account.
Options Record This is the name of the options record assigned to the site account.
Current S/W This is the current version level of the software operating in the phone.
ROM Firmware This is the level of ROM firmware installed in the phone.
Download File This is the name of the download file assigned to the phone.
Current Serial # This is the serial number of the chassis assembly that is installed in the phone.
Date This is the date that the site record was created.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Site Locations Report

The data in this report shows the installation location of a specified range of phone sites. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [1] *One-Time-Only reports*
 - [2] *Site Locations Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

09/23/94 08:04		Site Locations Report		Page: 1
All				
Group#	Phone#-----	Ledger #	Site Location Name----- Address----- City----- ST Zip-----	Description----- Contact Ph#---
001000	813-555-0113		COUNTRY CHICKEN N FISH 1380 FIRST ST. N. WINTERHAVEN FL -	COUNTRY CHICKEN N FISH () -
001000	813-555-0119		BERKLEY'S BASSIN SHOP 2805 AVE G NW WINTER HAVEN FL -	BERKLEY'S BASSIN SHOP () -

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Ledger # This is the ledger number assigned to the site account.
Site Location Name .. This is the name of the location where the phone is installed.
Address This is the address of the location where the phone is installed.
City This is the city where the phone is installed.
ST This is a two character code indicating the state in which the phone is installed.
Zip This is the zip code of where the phone is installed.
Description This is a comment describing the phone site, usually the site's name.
Contact Ph# This is the phone number of a contact person for the phone site.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Coin Communications Report

This report shows the amount of money collected from each phone within a specified range of phone accounts. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a One-Time-Only report

- Press the following keys beginning from the main menu screen:
[4] *Reports*
[1] *One-Time-Only reports*
[3] *Coin Communications Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
[4] *Reports*
[3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

09/23/94 08:13	Coin Communications Report					Page: 1
All						
From: 08/01/94 00:00 To: 09/23/94 08:12						
Group#	Phone#	Description-----				
		Date	Time	To Date	Collected	In Box Flags...
000000	813-555-5555					
		08/22/94	16:25	0.00		0.00 PR ST
		08/22/94	16:10	0.00		0.00 Phone Repair
		08/22/94	16:08	0.00		0.00 Phone Repair

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Date** This is the date that the phone communicated with the computer.
- Time** This is the time of day that the phone communicated with the computer.
- To Date** Total amount collected by the phone since the phone was installed.
- Collected** The amount of money that the phone reported was last collected from the coin box. This field is only present if the last coin box collection was within the specified date range.
- In Box** The amount in the coin box at the time the phone communicated with the computer.
- Flags** This field shows any flags that were reported to the computer during communication.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Call Accounting Report

The data in this report shows information about payphone traffic (call types, i.e. local, intrastate, etc.) and money charged. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Printing a predefined Report

Report Information

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [4] *Call Accounting Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

09/23/94 08:13		Call Accounting Report				Page: 1	
All							
From: 07/01/94 00:00 To: 09/23/94 08:13							
001000 813-291-0113		COUNTRY CHICKEN N FISH		COUNTRY CHICKEN N FISH			
FROM 06/08/94 TO 07/09/94		Number of Days: 50		Overage: 250			
Band# Definition		Peg Count / AVG		Money Charged / AVG		Minutes / AVG	
Coin Calls							
Local		680	13.60	171.25	3.43	2215	44.30
IntraState IntraLata		6	0.12	9.20	0.18	15	0.30
IntraState InterLata		23	0.46	36.85	0.74	59	1.18
InterState IntraLata		0	0.00	0.00	0.00	0	0.00
InterState InterLata		1	0.02	2.45	0.05	2	0.04
Non Coin Calls							
Local		34	0.68	0.00	0.00	144	2.88
IntraState IntraLata		4	0.08	0.00	0.00	13	0.26
IntraState InterLata		1	0.02	0.00	0.00	1	0.02
InterState IntraLata		0	0.00	0.00	0.00	0	0.00
InterState InterLata		0	0.00	0.00	0.00	0	0.00
82	411	36	0.72	0.00	0.00	56	1.12
87	911	5	0.10	0.00	0.00	15	0.30
88	Incoming Call	14	0.28	0.00	0.00	112	2.24
89	Speed Dial *1	1	0.02	0.00	0.00	2	0.04
101	(1)555-XXXX	1	0.02	0.50	0.01	1	0.02
103	10XXX	4	0.08	0.00	0.00	16	0.32
104	(1)800-NXX-XXXX	88	1.76	0.00	0.00	279	5.58
108	0-	58	1.16	0.00	0.00	176	3.52
ReRoute #1		27	0.54	0.00	0.00	130	2.60
ReRoute #2		11	0.22	0.00	0.00	49	0.98

SITE TOTALS:		994	19.88	220.25	4.41	3285	65.70

NOTE
For phones running DA type firmware.
All Interstate Intralata and Interstate Interlata calls are recorded under the column titled "Coin Calls" in the row titled "Interstate Intralata."
In addition, the rows under the column titled "Non Coin Calls" are not applicable to phones running DA firmware.

- Group #** This is the group number assigned to this site account.
- Phone #** This is the account number of the phone.
- Description** This is a comment describing the phone site, usually the site's name.
- Band #** This is the number of the cost band used to process the call.
- Definition** This is the type of call placed (i.e. Local, IntraState, InterState, etc.)
- Number of Days** This is the number of days that the totals are based on.
- Peg Count/AVG** Totals number of calls and the average number of calls placed (per call type, i.e., coin, local, intrastate, etc.) during a specified range of dates.
- Overage** The amount of money collected that was over what the phone charged.
- Money Charged/AVG** Total amount of money and the average amount of money charged (per call type) during a specified range of dates.
- Minutes/AVG** Total minutes and the average number of minutes of call time (per call type) within a specified range of dates.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Flags Report

The data in this report shows any flags that were reported to the computer during communication with the phone. Only those flags that are selected to be included in the report are shown. (Flags are selected during the set up of the report parameters.) The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [5] *Flags Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

All					
From: 07/01/94 00:00 To: 09/23/94 11:30					
AE = Call Acct Err \$V = Cash Vol Full CG = Coin Gate Fail ME = Coin Mech Err HG = Handset Gone LB = Low Battery RE = Ram Error RJ = Relay Jam					
Group#	Phone#	Description	Date	Time	Flags...
001000	813-222-8141	USA PETROLEUM	07/09/94	20:23	\$V
001000	813-222-8142	GARYS HARBOR SIDE	07/22/94	03:51	RJ
			07/21/94	13:28	RJ
			07/16/94	16:46	\$V
001000	813-222-8144	FLA DISCOUNT BEV	07/24/94	11:09	\$V
001000	813-222-8145	REEDS	07/25/94	03:50	RJ
			07/24/94	20:44	RJ
			07/24/94	10:49	RJ
			07/16/94	13:25	\$V

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone communicated with the computer.
Time Time of day that the phone communicated with the computer.
Flags Flag codes that were reported to the computer.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Coin Report

The data in this report shows the amount of money collected from the coin box, and the amount of money in the coin box at the time that the phone and the computer communicated. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Printing a predefined Report

Report Sample

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [6] *Coin Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

09/23/94 08:07

Coin Report

Page: 1

All

From: 09/01/94 00:00 To: 09/23/94 08:06

* = Number of communications is less than range

Group#	Phone#-----	Description-----	Avg/Day	Total	Days	Collect	In Box
000000	813-222-8141		0.00	0.00	1*	0.00	0.00
001000	813-222-8142	COUNTRY CHICKEN N FISH	*****	NO ACTIVITY	*****		
001000	813-222-8144	BERKLEY'S BASSIN SHOP	*****	NO ACTIVITY	*****		
001000	813-222-8145	GARYS HARBOR SIDE	*****	NO ACTIVITY	*****		
001000	813-222-8148	FIRST STOP	*****	NO ACTIVITY	*****		
001000	813-222-8149	USA PETROLEUM	*****	NO ACTIVITY	*****		
001000	813-222-8150	GARYS HARBOR SIDE	*****	NO ACTIVITY	*****		
001000	813-222-8151	FLA DISCOUNT BEV	*****	NO ACTIVITY	*****		
001000	813-222-8152	REEDS	*****	NO ACTIVITY	*****		
001000	813-222-8153	TWIN BROS (SAMS FOOD MRT)	*****	NO ACTIVITY	*****		

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Avg/Day Average money collected into the coin box (per day) during a specified range of days.
Total Total amount of money collected into the coin box within a specified range of days.
Days The number of days (within a specified range of dates) that have passed between the time that the phone first communicated with the computer and the time that the phone last communicated with the computer.
Collect Total amount collected from the coin box within the specified range of days.
In Box Amount in the coin box at the time that the phone and the computer communicated.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Communications Error Report

The data in this report shows any errors that may have occurred during communication between the computer and the phone. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [7] *Communications Error Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Printing a One-Time-Only Report

Printing a predefined Report

Report Sample

09/23/94 08:15

Communications Error Report

Page: 1

All

From: 08/01/94 00:00 To: 09/23/94 08:14

Group#	Phone#	Description	Date	Time	Por	Err	Error Description
000000	813-222-8141		08/23/94	15:05	0	99	Call was stopped manually
			08/23/94	15:01	0	99	Call was stopped manually
			08/22/94	16:25	0	99	Call was stopped manually
			08/22/94	16:25	0	21	Full download failure
			08/22/94	16:10	0	21	Full download failure
			08/22/94	16:07	0	21	Full download failure
003002	813-222-8142	MADDI'S CUTTERY	08/08/94	10:11	0	4	No carrier detected
003005	813-222-8144	ROMAN COIN	08/08/94	10:11	0	99	Call was stopped manually
007000	813-222-8145	CELIA'S DELI & MARKET	08/15/94	15:41	0	4	No carrier detected
			08/08/94	10:01	0	4	No carrier detected
007000	813-222-8148	HOWARD JOHNSONS HOTEL PH#1	08/18/94	14:30	0	4	No carrier detected

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone and computer communicated.
Time Time of day that the phone and computer communicated.
Por Modem port used for communication with the phone.
Err Number code indicating the error that occurred.
Error Description Text message describing the error that occurred.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Cash Box Full Report

The data in this report shows information about the amount of money in the cash box at the time that the phone communicated with the computer. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [8] *Cash Box Full Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

09/23/94 08:16		Cash Box Full Report					Page: 1	
All								
From: 07/01/94 00:00 To: 09/23/94 08:15								
Group#	Phone#-----	Description-----	Date	Time	%FULL	In Box	Key #	Limit
001000	813-222-8141	FLA DISCOUNT BEV	07/28/94	03:53	91	151.20		Vol Full
001000	813-222-8142	6TH ST SPUR	07/28/94	03:57	91	162.25		Full
001000	813-222-8144	6TH ST SPUR #2	07/28/94	03:58	77	131.15		Vol Full
001000	813-222-8145	CAMPBELLS TAVERN	07/28/94	04:05	101	169.05		Full
001000	813-222-8148	SAMS BIG APPLE 2	07/28/94	04:36	91	159.30		Full
001000	813-222-8149	BIG QUALITY 2.1	07/28/94	04:38	35	58.35		Vol Full
001000	813-222-8150	TIP TOP FOODS	07/28/94	04:40	94	163.10		Full
001000	813-222-8151	A1 DISCOUNT	07/28/94	04:46	84	134.15		Vol Full
001000	813-222-8152	LITTLE SHOP RITE	07/28/94	04:48	81	135.65		Vol Full
001000	813-222-8153	CASH MART 2	07/28/94	04:51	60	129.15		Vol Full

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone and computer communicated.
Time Time of day that the phone and computer communicated.
% Full Volume full of the cash box at the time the phone and the computer LAST communicated.
In Box The total amount of money in the cash box on specified dates/times.
Key # The cash box key number.
Limit A text message indicating if the cash box is filled with coins or if the volume of coins in the cash box meets or exceeds the value specified in the options/registers record used by the phone.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Audit CDR Report

The data in this report shows information about the non card calls that have been made on the phones. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [9] *Audit CDR Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left of the screen indicating that the report is being printed.

Report Sample

09/26/94 08:11	Audit CDR Report	Page: 1								
Phone#: 2132556364 - 2132556364										
From: 07/22/94 00:00 To: 07/27/94 08:10										
Group#	Phone#-----	Description-----	Destination---	Band	Route	Collect	Charged	Date	Time	Length
007600	213-555-6364	CILIA'S MARKET	18185511381	0	0	0.25	0.20	07/26	20:22	0:02:15
			5606419	0	0	0.90	0.80	07/26	19:35	0:45:42
			5606419	0	0	0.50	0.40	07/26	19:09	0:22:58
			5606419	0	0	0.50	0.60	07/26	18:37	0:31:10
			2588802	0	0	0.25	0.20	07/26	17:54	0:00:24
			2595372	0	0	0.40	0.40	07/26	16:26	0:15:38
			4893138	0	0	0.25	0.20	07/26	16:13	0:00:57
			2685000	0	0	0.25	0.20	07/26	14:45	0:00:58
			2685000	0	0	0.25	0.20	07/26	14:41	0:02:42
			18187862041	64	0	0.75	0.75	07/26	14:18	0:01:47

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Destination Destination number of the call.
Band The number of the cost band used to process the call.
Route The number of the route used to process the call.
Collect The amount of money that the phone collected for the call.
Charged The amount of money that the phone charged for the call.
Date The date that the call took place.
Time The time of day that the call took place.
Length The length (minutes /seconds) that the call lasted.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Trouble Report

The data in this report shows those phones that have reported flags to the computer or phones that have experienced an error condition during communication with the computer. Only those flags selected at the time that the report parameters were defined, are included in the report. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[1] *One-Time-Only reports*
[A] *Trouble Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Report Sample

09/26/94 08:12		Trouble Report										Page: 1	
		All											
		From: 07/01/94 00:00 To: 09/26/94 08:11											
VE = Cash Vol Err		\$F = Coin Box Full		\$E = Coin Tot Err									
CT = Coin Tot Fix		LR = Loop Reversed		PC = Peg Count									
TR = Time Report													
Group#	Phone#	Description	Date	Time	VE	\$F	\$E	CT	LR	PC	TR	Trouble Desc. InBox	
001009	813-222-8854	JRS LOUNGE	07/28/94	03:25								Contact overdue by 58 days 123.85	
001011	813-222-0909	SUNNY'S STORE	07/28/94	03:29								Contact overdue by 58 days 30.25	
			07/27/94	03:31							CT		
			07/08/94	09:17		\$F							
001012	813-222-0117	LAUNDRY LADY	07/28/94	03:32								Contact overdue by 58 days 132.15	
			07/26/94	23:03		\$F							
001012	813-222-0906	COIN LAUNDRY	07/28/94	03:33								Contact overdue by 58 days 74.75	

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone communicated with the computer.
Time Time of day that the phone communicated with the computer.
Flag Codes Flag codes that were reported to the computer.
Trouble Desc. Message(s) indicating if an error occurred during communication with the phone.
In Box Amount of money in the cash box when the phone and computer last communicated.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Trouble Tickets

Printing a One-Time-Only Report

Printing a predefined Report

Report Sample

This function is used to print trouble tickets for phones that have either reported an error flag to the computer or have experienced a problem during communication. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[1] *One-Time-Only reports*
[B] *Trouble Tickets*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

09/26/94 08:13		Trouble Tickets						Page: 1				
Group#	Phone#	Description	Date	Time	VE	\$F	\$E	CT	LR	PC	TR	Trouble Desc. InBox
001009	813-222-8854	JRS LOUNGE	07/28/94	03:23								Contact overdue by 58 days 123.85
Problem found:												
Parts Replaced:												
Notes:												

Group # This is the group number assigned to this site account.
Phone # This is the account number of the phone.
Description This is a comment describing the phone site, usually the site's name.
Date Date that the phone communicated with the computer.
Time Time of day that the phone communicated with the computer.
Flag Codes Flag codes that were reported to the computer.
Trouble Desc. Message(s) indicating if an error occurred during communication with the phone.
In Box Total amount of money in the cash box when the phone and computer last communicated.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Coin Collections Report

The data in this report shows information about the amount of money collected from the phones. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [1] *One-Time-Only reports*
 - [C] *Coin Collection Report*
- Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- Press [F2] *Confirm* after all fields have been defined.
- The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- Press the following keys beginning from the main menu screen:
 - [4] *Reports Menu*
 - [3] *Print Reports*
- Use the Up/Dn arrow keys to highlight the report to be printed.
- Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Report Sample

09/26/94 08:14		Coin Collections Report		Page: 1	
Phone#: 2132556364 - 3129357796					
From: 07/01/94 00:00 To: 09/26/94 08:13					
Group#	Phone#	Description	Date	Time	Amount Collected
007000	813-222-3843	CELIA'S DELI & MARKET	07/22/94	14:06	47.60
007000	813-222-3843	CELIA'S DELI & MARKET	07/08/94	13:29	55.65
007000	813-222-7005	HOWARD JOHNSONS HOTEL PH#1	07/18/94	21:07	93.75
007000	813-222-7005	HOWARD JOHNSONS HOTEL PH#1	07/07/94	20:05	119.20
007600	813-222-6364	CILIA'S MARKET	07/08/94	13:37	78.45
007600	813-222-9080	FLAMING PATTY'S	07/07/94	12:27	250.25
007600	813-222-9496	HOWARD JOHNSON'S	07/18/94	19:05	0.00
007600	813-222-9496	HOWARD JOHNSON'S	07/07/94	20:11	339.10

					984.00

Group # This is the group number assigned to this site account.

Phone # This is the account number of the phone.

Description This is a comment describing the phone site, usually the site's name.

Date Date that the phone and computer communicated.

Time Time of day that the phone and computer communicated.

Amount Collected ... Amount of money that the phone reported was collected from the coin box.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Exporting Reports for Database/Spreadsheets

The reports listed below are output as a data file in a standard delimited format that may be easily imported into a database or spreadsheet program for record keeping purposes. The information provided in the report is as shown below. Please note that the actual information provided in the report is dependent on the settings in the report definition record. (Reference the section titled "Report Parameter Field Definitions" elsewhere in this chapter for more information.)

Printing a One-Time-Only Report

Specifying parameters for printing a one-time-only report

- a. Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[1] *One-Time-Only reports*
[D] thru [G]
- b. Use the [Tab] and arrow keys to highlight the parameter fields to be defined. Then, specify the parameters for the field.
- c. Press [F2] *Confirm* after all fields have been defined.
- d. The report will now be directed to the specified output destination.

Printing a predefined Report

Printing predefined reports immediately

- a. Press the following keys beginning from the main menu screen:
[4] *Reports Menu*
[3] *Print Reports*
- b. Use the Up/Dn arrow keys to highlight the report to be printed.
- c. Press [ENTER].
 - The report will now be directed to the output port specified in the report definition record. A flashing "P" will appear at the top left corner of the screen indicating that the report is being printed.

Site (DV)

Site (DV)

This report function is used to generate a site report that will be output as a delimited value text file. The text file may then be imported into a database or spreadsheet program for further processing.

The field and record delimiter values are specified in the report definition record for this report. The information provided in the site report is as follows:

- Telephone number of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- Comment text describing each phone site.
- The month that call accounting totals in the phone were last reset.
- The coin box key number for each phone site.
- The software type (CA, CD) associated with each phone site.
- The version of firmware operating in the phone's ROM.
- The version of software operating in EEROM in the phone.
- The version of the file that was loaded into the phone's EEROM.
- The number of times the phone will ring before answering a call from the computer.
- The name of the costing record assigned to each phone site.
- The name of the options record assigned to each phone site.
- The name of the location where each phone is installed.
- The street address, city, and state of where each phone site is located.
- The time zone associated with the location of each phone site.
- The name of the owner of the phone site.
- The street address, city, and state of the owner of the phone site.
- A telephone number of where the owner of the payphone may be reached.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

Exporting Reports for Database/Spreadsheets (continued)

Call Accounting (DV)

Call Accounting (DV)

This report function is used to generate a call accounting report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing.

The field and record delimiter values are specified in the report definition record for this report. The information provided in the call accounting report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- The date that call accounting totals were last reset in the phone.
- The date that call accounting totals were last transferred to the computer.
- Description of the call types that were processed for each phone site. (example: Local call, 1+7 digit, etc.)
- A number indicating the total number of calls (per phone site.) that were processed using each cost band.
- The total amount of money collected for calls placed to each cost band.

Audit CDR (DV)

Audit CDR (DV)

This report function is used to generate an audit CDR report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing. The field and record delimiter values are specified in the report definition record for this report.

The information provided in the audit CDR report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- The destination telephone number of all processed calls.
- The date that each call took place.
- The time of day that each call took place.
- The amount of time that each call lasted.
- The amount of money charged for each processed call.
- The amount of money collected for each processed call.
- The cost band used to process each call.
- The route number used to process each call.
- A number indicating if the phone's voice mail feature was used during the call.

Communications Coin (DV)

Communications Coin (DV)

This report function is used to generate a communications coin report that will be output as a delimited text file. The text file may then be imported into a database or spreadsheet program for further processing. The field and record delimiter values are specified in the report definition record for this report.

The information provided in the communications coin report is as follows:

- Telephone No. of each phone site.
- Group number associated with each phone site.
- Ledger number associated with each phone site.
- Date that the phone and the computer communicated.
- Time of day that the phone and the computer communicated.
- Number of billing records stored in the phone when the phone and computer communicated.
- Number of audit records stored in the phone when the phone and computer communicated.
- The number of billing records transferred to the computer when the phone and the computer communicated.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0

Reports

**Exporting Reports for
Database/Spreadsheets
(continued)**

Communications Coin (DV) (continued)

- The number of audit records transferred to the computer when the phone and the computer communicated.
- The total amount of money collected by the phone since the phone was installed.
- The amount of money in the coin box when the phone and the computer communicated.
- The amount of money that a payphone service person last collected from the coin box.
- Two character codes indicating any flags (if any) that were reported to the computer.

This concludes the definitions of the available report types.

ExpressNet®

Reference Manual

4/17/95 XNETRM001.0