

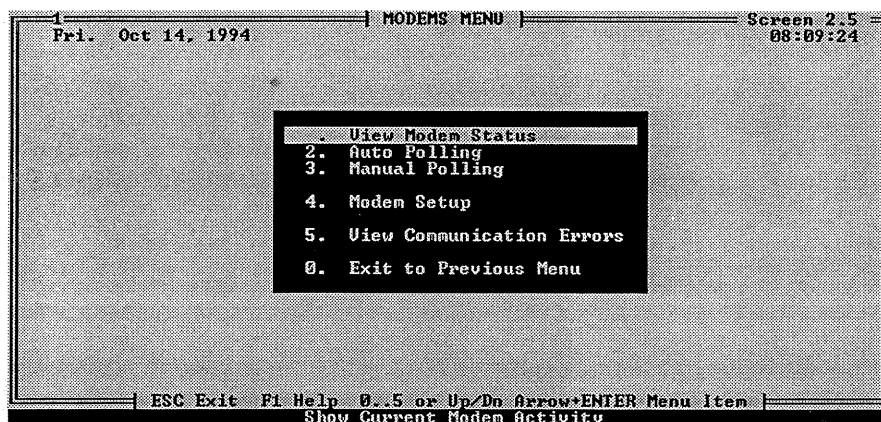
Chapter 7

Modems

Modems

Overview

This section of the program is used to monitor activity on the modem ports. In addition, you may view the status/activity taking place on individual modem ports, set up automatic and manual polling parameters, define the protocol to be used by the modems for communication with the phones, test modems and/or view any errors that may have occurred during communication. Listed below are the functions available from this screen.



View Modem Status

This feature is used to display the activity taking place on a selected modem port. After selecting this function, highlight the modem port that you want to view and then press [ENTER.]

Auto Polling

This function is used to add, edit, or delete a polling list. A polling list defines when polling (phone and computer communicate) should occur and what actions should be performed during the polling process.

There may be up to five (5) outgoing polling lists and one (1) incoming polling list set up for each group of phones. Each list may be set up with different polling parameters.

In addition, this function allows you to stop or restart automatic polls that are in progress. Polling failures may be viewed and/or repolled, and polling list reports may be generated.

Manual Polling

This function may be used to start or stop the computer from polling a phone or group of phones. Manual polling is usually performed to collect data from the phones during times that are other than when the phones are automatically polled.

Note: If call accounting totals in the phone have been reset as a result of an automatic poll during the month, and these totals need to be reset again during the same month, the manual polling option must be used to reset these totals.

Modem Setup

This function is used to define the operating parameters for the modem ports that are used to communicate with the phones. These parameters should be defined either when a new modem is installed, if an existing modem is replaced with another type of modem, if the phone number of modem's telephone line is changed, or if a modem needs to be temporarily disabled.

View Communication Errors

This function may be used to view a report, on screen, detailing errors that occurred during the polling process.

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View Modem Status

This function may be used to display detailed information about the activity taking place on a selected modem port. The screen shown below is the initial screen that is displayed upon selection of this option. To display detailed information about a particular port, highlight the desired port and then press [ENTER.]

Listed below are descriptions of the fields that are displayed on this initial *modem status* screen.

Site Nr	Type	Setup	TXD	RXD
COM 2	Waiting for Connect	8138165555	■	■

Modem Status Field Definitions

Field Definitions - Modem Status

Site Nr The telephone number of the phone site that the computer is communicating with.

Type M = Manual poll in progress.
O = Automatic outgoing poll in progress.
I = Incoming call in progress.
1 = First outgoing poll attempt.
2 = Second outgoing poll attempt.

Setup Flashing square indicates that the modem is in the process of being set up for communication with a phone (resetting modem, etc.).

TXD Flashing square indicates that the modem is transmitting information to the phone.

RXD Flashing square indicates that the modem is receiving information from the phone.

Displaying Detailed Modem Port Activity

Displaying detailed information on modem port activity

Use the procedure below to display detailed information about a particular modem port.

- From the "Modem Status" screen use the arrow keys to highlight the modem port that you want to monitor and then press [ENTER.]
 - Definitions of each of the fields on this screen can be found on the following page.

Site Record Information	Phone Status Information
Group :	Phone Nr :
Site Nr :	Software Ver. :
Curr. Vers. :	Phone Chksum :
Firm. Vers. :	Cash Box Vol. :
Old PhChksum :	Date :
EEPROM File :	Time :
	Flags :

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View Modem Status (continued)

Displaying Detailed Modem Port Activity (continued)

```

1          | ACTIVITY ON COM 1 |          2.5.1
Pri. Oct 14, 1994
Site Record Information
Group      :
Site Nr.   :
Curr. Vers.:
Firm. Vers.:
Old PhChksum :
EEPROM File :

Phone Status Information
Phone Nr.  :
Software Ver.:
Phone Chksum :
Cash Box Vol.:
Date      :
Time      :
Flags:

Activity

ESC Exit F1 Help F8 Monitor
On Line communication status for activity on this port
    
```

Field Definitions

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

Site Nr. This is the site account ANI number.

Curr. Vers. This is the version number of the program that was operating in the phone the last time that the computer communicated with the phone.

Notes: An "E" at the end of the version number indicates that the phone is operating from a program stored in E²ROM.

An "R" at the end of the version number indicates that the phone is operating from a program stored in ROM.

Firm Vers This is the version of the program stored in EPROM in the phone.

Old PhChksum This is the checksum number of the program that was operating in the phone the last time that the phone and the computer communicated.

EEROM File This is the name of the E²ROM file specified in the site record.

Phone Nr. Payphone's telephone number as reported from the phone to the computer.

Software Ver. Version number of the software operating in the phone, as reported from the phone to the computer.

Phone Checksum This is the checksum of the program that is operating in the phone, as reported from the phone to the computer.

Cash box vol This field reflects the volume full of the cash box, as reported from the phone.

Date Date that the computer and the phone communicated with each other.

Time Time that the computer and the phone began communication.

Flags This field displays any flags that were reported from the phone to the computer.

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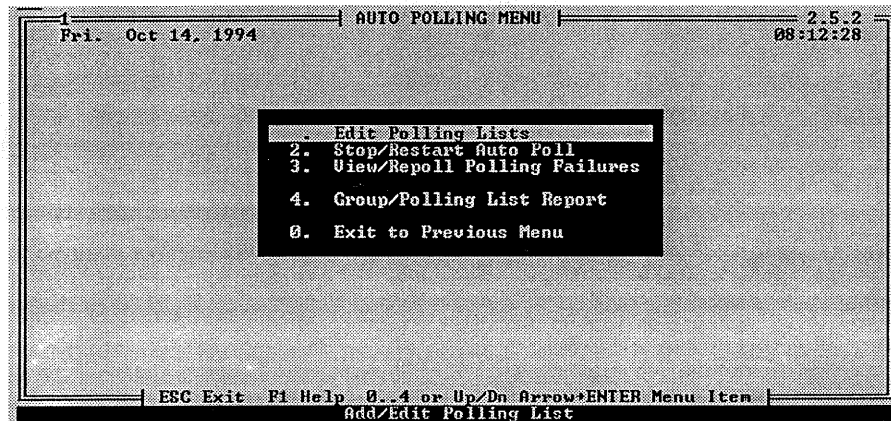
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Auto Polling

This function is used to add, edit, or delete polling lists. A polling list defines the time when the phone and the computer will communicate with each other and what actions should be performed during the polling process.

There may be up to five (5) individual polling lists set up for each group of phones. Each list may be set up with different polling parameters.

This auto polling function is also used to specify which actions are to be carried out when a phone reports in to the computer.



Edit Polling Lists

Edit Polling Lists

This function is used to create, modify or delete polling lists. A polling list defines the actions to be performed during the polling process. Items such as the following are defined in a polling list:

- The group numbers of the payphones that are to use a particular polling list.
- The actions to be performed during the polling process.
- The time of day that the computer should begin polling the phones.
- The frequency at which the phones are to be polled (i.e. daily, weekly, or monthly).

Stop/Restart Auto Poll

Stop/Restart Auto Poll

This function is used to stop or restart an automatic polling event. If this function is selected and the computer is currently in the process of polling phones, you will be able to pause or terminate the polling process. If this function is being used to restart a polling event that was stopped, you will be given the choice of either resuming polling or terminating the poll that was stopped.

View/Repoll Polling Failures

View/Repoll Polling Failures

This function is used to display a list showing which poll lists contain phones that failed an automatic polling attempt. The individual phone numbers of the phones that failed may be displayed and each phone number may be tagged for a repoll.

Polling failures may only be viewed or repolled up until the next scheduled automatic polling event occurs. At this time the computer automatically attempts to poll the phones in the poll list and if a polling failure occurs, a new polling failure list is created.

Group/Polling List Report

Group/Polling List Report

This option is used to generate a printed report showing which polling lists have been assigned to which payphone groups. The report contains information such as: payphone group numbers, name of the polling list assigned for incoming calls from phones within a specified group, name of the first through sixth poll list assigned for outgoing polls to the phones within a specified group.

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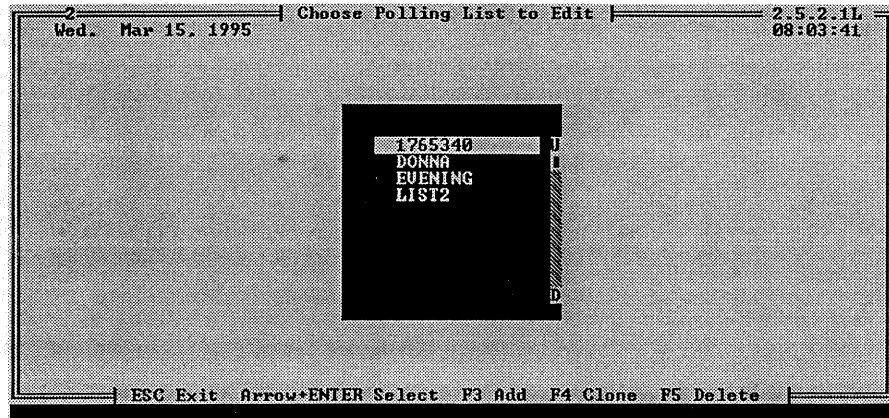
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Edit Polling Lists

Listed below are instructions for creating, cloning, and deleting polling lists. Descriptions of each of the fields in a polling list 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.



Adding Records

Adding a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- 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 [F2] *Save*.
- Edit, as necessary, the settings for the polling list options. Descriptions of all options may be found elsewhere in this chapter.
- Press [F2] *Save*.
 - Polling will begin at the time specified in the polling list.

Cloning Records

Cloning a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Use the arrow keys to highlight the polling list 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 [F2] *Save*.
- Edit, as necessary, the settings for the polling list options. Descriptions of all options may be found elsewhere in this chapter.
- Press [F2] *Save*.
 - Polling will begin at the time specified in the polling list.

Deleting Records

Deleting a Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- 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?*

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Auto Polling List Field Definitions

Field Definitions

Listed below are definitions of each of the option fields in the automatic polling list.

2 Fri. Apr 14, 1995 EDIT POLLING LIST - DONNA Screen 2.5.2.1 14:26:51

Description:

Poll Type: ☒ Incoming
☐ Outgoing

Group: Assignment

Start Time: 00:00

Frequency: ☐ Daily
☐ Weekly
☐ Monthly

Reset Call Accounting:

Polling Actions:

- ☒ Escrow Relay Check
- ☒ Download Parameters
- ☐ Download Software if change
- ☐ Upload Call Record Counts
- ☐ Upload Billable CDR
- ☐ Upload Billable CDR on Err
- ☐ Upload Billable CDR if Full
- ☐ Upload Audit CDR
- ☐ Upload Call Accounting
- ☒ Update Date and Time

ESC Abort F1 Help F2 Save F6 Print Arrows
Enter Description of Polling List

Description

Description

Enter a descriptive comment that can be associated with this polling list. Any combination of up to 60 alpha/numeric characters may be used.

Poll Type

Poll Type

Incoming

Specify if the actions selected in the *polling actions* list should be executed when a phone reports in to the computer. There may be only one incoming polling actions list per phone group and this list is only executed if the phone that calls in is within one of the groups specified in the *Group: Assignment* field.

- a. Press [SPACE] to toggle between [☒] and [☐].

[☒] = The actions selected in the *polling actions* list are executed when a phone reports in to the computer.

[☐] = The actions selected in the *polling actions* list are NOT executed when a phone reports in to the computer.

Outgoing

Specify if the actions selected in the *polling actions* list should be executed when the computer polls the phones specified in the *Group: Assignment* field.

- a. Press [SPACE] to toggle between [☒] and [☐].

[☒] = The actions selected in the *polling actions* list are executed when the computer polls the phones.

[☐] = The actions selected in the *polling actions* list are NOT executed when the computer polls the phones.

Group Assignment

Group Assignment

This field is used to assign the polling list to individual groups of phones.

Assigning Groups to this Polling List

- Select the following keys beginning from the main menu screen:
[5] *Modems*, [2] *Auto Polling*, [1] *Edit Polling Lists*
- Use the arrow keys to highlight the applicable poll list and then press [ENTER.]
- Use the arrow keys to highlight the field labeled *Group: Assignment*
- Press [SPACE]
- Use the arrow keys to position the cursor to the desired group(s).
- Press [SPACE] to toggle between [☒] and [☐]. [☒] = *Group Selected*
- Press [F2] to save changes.

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Auto Polling List Field Definitions (continued)

Start Time

Start Time

Specify the time of day that the computer should begin polling the phones. The time entered here must be in the 24 hr format and must be set to a 5-minute increment. (i.e. 1:05 pm = 13:05). The particular day that the computer will poll the phones is specified in the field labeled *Frequency*.

Frequency

Frequency

Daily

Specify if the phones selected in the *Group Assignment* list should be polled each day.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Each day, the phones listed in the *Group Assignment* list will be polled.

[] = The phones listed in the *Group Assignment* list will not be polled each day.

Weekly

Specify if the phones selected in the *Group Assignment* list should be polled each week on the day(s) specified when this option is selected.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Each week the phones listed in the *Group Assignment* list will be polled. When this option is enabled, you will be prompted to specify which day(s) of the week that polling should take place.

[] = The phones specified in the *Group Assignment* list will not be polled weekly.

Monthly

Specify if the phones selected in the *Group Assignment* list should be polled each month on the day(s) specified when this option is selected.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Each month on the specified day(s), the computer will poll the phones specified in the *Group Assignment* list. When this option is enabled, you will be prompted to specify up to two dates during the month that polling should take place. **Legal Date Values: 1 through 31 or E (end of month)**

[] = The computer will not poll the phones specified in the *Group Assignment* list, on a monthly basis.

Reset Call Accounting

Reset Call Accounting

Specify the day of month (if any) that the computer should reset call accounting totals during polling. Call accounting data includes information such as: the types of calls made on the phone, the total number of calls made on the phone, the total amount charged per call type, and the total number of minutes the calls lasted.

Note: Call accounting totals may only be reset one time per month using the automatic polling feature. If necessary, the manual polling function may be used to reset call accounting totals at any time.

- Legal Values = 1 - 31 and E for end of month.
- If the value entered here is greater than the number of days in the month, call accounting totals will be reset on the last day of the month.

Escrow Relay Check

Escrow Relay Check

Specify if the computer should check the phone for any errors that may have occurred with the operation of the escrow relay.

If this option is enabled and the phone is experiencing trouble with relay, the computer will log a "Relay Jam" [RJ] flag for that phone.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During polling, the computer checks for proper operation of the escrow relay.

[] = Computer will not check the operation of the escrow relay during polling.

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Auto Polling List Field Definitions (continued)

Download Parameters

Download Parameters

Specify if the computer should download the costing record and options record to the phone during the polling process. If this option is enabled, the costing record name and options record name must be specified in the site record for the phone.

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

[√] = During polling the computer will download the costing record and options record to the phone if the records in the computer differ from the records in the phone.

[] = The computer will not download the costing record or options record to the phone during the polling process.

Download Software If Change

Download Software If Change

Specify if the computer should download the software file to the phone during the polling process. If this option is enabled and the software file operating in EEROM in the phone is older than the file specified in the field labeled **EEPROM** in the site record, the computer will download the new file to the phone.

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

[√] = During the polling process, the computer will download the software file to the phone if the file currently operating in the phone is different than the file specified in the account site record.

[] = The computer will not download the software file to the phone during the polling process.

Upload Audit CDR

Upload Audit CDR

Specify if the phone should upload (during the polling process) call detail records of the non-Store and Forward calls made on the phone.

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

[√] = During the polling process, the phone will upload all non-Store & Forward call detail records stored in the phone.

[] = The phone will not upload non-Store & Forward CDR records during the polling process.

Upload Call Accounting

Upload Call Accounting

Specify if the phone should upload call accounting information to the computer during the polling process. Call accounting data includes information such as:

- The types of calls made on the phone (i.e. coin, interstate interlata, etc;)
- The number of calls made on the phone.
- The amount charged for each call.
- The number of minutes that each call lasted.

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

[√] = During the polling process, the phone will upload call accounting information to the computer.

[] = The phone will not upload call accounting information during the polling process.

Update Date & Time

Update Date & Time

Specify if the computer should update the date and time setting in the phone during the polling process.

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

[√] = During the polling process, the computer will update the date/time setting in the phone.

[] = The computer will not update the date/time setting in the phone during polling

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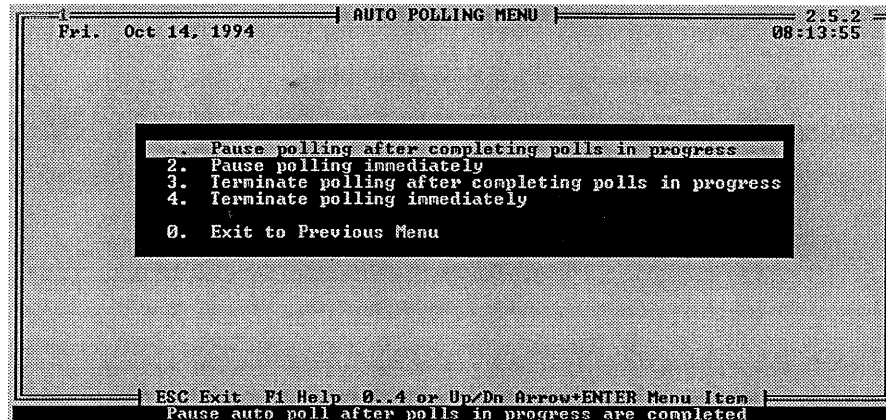
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This concludes the definitions of the auto polling option settings.

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Stop/Restart Auto Poll

This function is used to stop or restart an automatic polling event. If this function is selected and the computer is currently in the process of polling phones, you will be able to pause or terminate the polling process. If this function is being used to restart a polling event that was stopped, you will be given the choice of either resuming polling or terminating the poll that was stopped.



Pause Polling After Completing Polls In Progress

Pause Polling After Completing Polls In Progress

This option may be used to pause a polling sequence after the computer finishes communication with the poll currently in progress. To restart a polling event that is paused, select the option labeled *Start/ Stop Auto Poll* from the "Auto Polling" menu screen.

Pause Polling Immediately

Pause Polling Immediately

This option may be used to immediately pause an active auto polling sequence. Any polls that are currently in progress are terminated but may be repolled by selecting the *Start/ Stop Auto Poll* option from the *Auto Polling* main menu screen (Screen 2.5.2).

Terminate Polling After Completing Polls In Progress

Terminate Polling After Completing Polls In Progress

This option may be used to terminate a polling sequence after the computer finishes communication with the poll currently in progress.

Once the polling sequence is terminated, the computer will not repoll the phones associated with the terminated poll until the next scheduled poll time is reached.

Terminate Polling Immediately

Terminate Polling Immediately

This option may be used to immediately terminate an active auto polling sequence. Once the polling sequence is terminated, the computer will not repoll the phones associated with the terminated poll until the next scheduled poll time is reached.

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View/Repoll
Polling Failures

Group/Polling List Report

View/Repoll Polling Failures

This function is used to display a list showing which poll lists contain phones that failed an automatic polling attempt. The individual phone numbers of the phones that failed may be displayed and each phone number may be tagged for a repoll attempt.

Polling failures may only be viewed or repolled up until the next scheduled auto polling event occurs. At this time the computer automatically attempts to poll the phones in the poll list and if a polling failure occurs, a new polling failure list is created.

Repolling Failed Poll Attempts

- a. Beginning from the main menu screen, press the following keys:

[5] *Modems*

[2] *Auto Polling*

[3] *View/Repoll Polling Failures*

- A new screen is displayed showing the names of the polling lists that had phones that failed a polling attempt.

- b. Use the arrow keys to select a polling list from the menu.

- c. Press [ENTER] to display a list of the sites that failed a polling attempt.

- d. Select the sites that you want to be repolled.

- Press [SPACE] to select ("*" = selected) individual sites from the list (or)
- Press [F8] to select all of the sites on the list (or)
- Press [F9] to deselect all sites on the list

- e. Press [ENTER] to repoll the selected phone sites.

NOTE: If necessary, information detailing the reason(s) for the failed polls may be obtained by selecting the following keys from the main menu screen:

[5] *Modems*

[5] *View Communication Errors.*

Group/Polling List Report

This option is used to generate a printed report showing which polling lists have been assigned to each payphone group. The report contains information such as:

- Payphone group numbers.
- Name of the polling list assigned for incoming calls from phones within a specified group.
- Names of each of the six polling lists assigned for outgoing polls to the phones within a specified group.

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Manual Polling

This function may be used to start or stop the computer from manually polling phones. Manual polling is used to collect data from phones at times other than during the automatic polling process.

Shown below are the steps necessary to manually poll payphones. Up to ten individual phone sites or ten groups of phones may be set up for immediate polling to take place. To initiate the manual polling process, the actions to be performed during the polling process need to be defined along with the site or group numbers of the phones to be immediately polled. Use the information below to manually poll phones.

Manually Polling Phones

Manually Polling Phones

- a. Select the following keys beginning from the main menu screen: [5] *Modems*, [3] *Manual Polling*. (A screen similar to the following is displayed.)

HELP [F1]

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

- b. Specify the actions to be performed during the polling process.
 1. Use the arrow keys to highlight the applicable field(s) in the *Actions* window.
 - Field definitions can be found on the following pages.
 2. Press [SPACE] to toggle between YES [✓] and NO [].
- c. Specify the site numbers or group numbers of the phones to be immediately polled. Site numbers and group numbers may be entered manually or selected (tagged) from a pick list.

Manually Entering Sites/Groups

1. Use the arrow keys to highlight a field in the window labeled *Sites* or *Groups*.
2. Enter the 10-digit phone numbers of the phones or the 6-digit group numbers of the groups to be immediately polled.

Tagging Sites/Groups

1. Highlight the field labeled "SELECT" in the window labeled *Sites* or *Groups*.
2. Press [SPACE] to display a listing of site/group numbers.
3. Use the arrow keys to highlight a site/group number and then press [SPACE] to tag.
 - Option [F8] labeled "Tag All," tags only the first ten sites/groups on the list.

NOTE: If group numbers are specified, all phones within the specified group(s) will be polled. In addition, if more than ten sites/groups are tagged, only the first ten (in numerical order) will be chosen.

- d. Select the port(s) to be used for manual polling.
 1. Use the arrow keys to highlight the desired modem port in the window labeled *Ports*.
 2. Press [SPACE] to toggle between YES [✓] and NO [].
- e. Start the manual polling process.
 - Either press [F8] to begin polling the sites listed in the window labeled *Sites* (or)
 - Press [F9] to begin polling the groups listed in the window labeled *Group*.

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Manual Polling Field Definitions

Listed below are definitions of each of the option fields in the manual polling list.

Escrow Relay Check

Escrow Relay Check

Specify if the computer should check the phone for any errors that may have occurred with the operation of the escrow relay.

If this option is enabled and the phone is experiencing trouble with relay, the computer will log a "Relay Jam" [RJ] flag for that phone.

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

[√] = During polling, the computer will check for proper operation of the escrow relay.

[] = Computer will not check the operation of the escrow relay during the polling process.

Download Parameters

Download Parameters

Specify if the computer should download the costing record and options record to the phone during the polling process. If this option is enabled, the costing record name and options record name must be specified in the site record for the phone.

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

[√] = During the polling process, the computer will download the costing record and options record to the phone.

[] = The computer will not download the costing record or options record to the phone during the polling process.

Download Software If Change

Download Software If Change

Specify if the computer should download the software file to the phone during the polling process. If this option is enabled and the software file operating in EEROM in the phone is older than the file specified in the field labeled **EEPROM** in the site record, the computer will download the new file to the phone.

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

[√] = During the polling process, the computer will download the software file to the phone if the file currently operating in the phone is different than the file specified in the site record.

[] = The computer will not download the software file to the phone during the polling process.

Upload Call Record Counts

Upload Call Record Counts

Specify if the phone should upload the value of it's CDR counters during the polling process. The value of the CDR counters indicate the total number of card and non-card CDR records that are currently stored in the phone.

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

[√] = During the polling process, the phone will upload the value of the card and non-card CDR counters to the computer.

[] = The phone will not upload the value of the CDR counters during the polling process.

Upload Audit CDR

Upload Audit CDR

Specify if the phone should upload call detail records of the non-Store and Forward calls made on the phone.

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

[√] = During the polling process, the phone will upload all non-Store & Forward call detail records stored in the phone.

[] = The phone will not upload non-Store & Forward CDR records during the polling process.

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Manual Polling Field Definitions (continued)

Upload Call Accounting

Upload Call Accounting

Specify if the phone should upload call accounting information to the computer during the polling process. Call accounting data includes information such as: the types of calls made on the phone, the number of calls made on the phone, the amount charged for each call, and the number of minutes that each call lasted.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the phone will upload call accounting information to the computer.

[] = The phone will not upload call accounting information during the polling process.

Update Date & Time

Update Date & Time

Specify if the computer should update the date and time setting in the phone during the polling process.

- Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will update the date and time setting in the phone.

[] = The computer will not update the date and time setting in the phone during the polling process. error (invalid data) with the data stored in the records.

Reset Call Accounting

Reset Call Accounting (*Note: This option must be reactivated "[✓]" on a monthly basis*)

Specify the day of the month (if any) that the computer should reset call accounting totals during polling. Call accounting data includes information such as: the types of calls made on the phone, the total number of calls made on the phone, the total amount charged per call type, the total number of minutes that the calls lasted.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will reset call accounting totals in the phone.

[] = The computer will not reset call accounting totals in the phone during the polling process.

Reset Audit CDR Buffer

Reset Audit CDR Buffer (*Note: This option must be reactivated "[✓]" on a monthly basis*)

Specify if the computer should clear all audit CDR records from phone.

WARNING: Audit CDR records are automatically cleared from the phone after they are transferred to the computer. This option is provided for troubleshooting purposes and should only be selected after ensuring that the CDR records in the phone have and/or will be transferred to the computer before being cleared from the phone using this option.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = During the polling process, the computer will clear all CDR records in the phone.

[] = The computer will not clear CDR records in the phone during the polling process.

Sites

Sites

Use this column to specify the telephone numbers of the phone sites that you want to be manually polled.

Manually polling individual phone sites

- Press the [TAB] key to highlight the field labeled *SELECT* in the window labeled *Sites*.
- Perform one of the following steps to select the sites to be manually polled.
 - Press [SPACE] for a listing of sites. Then, use the arrow keys to highlight the applicable site(s) and press [SPACE] to tag it for selection.
 - Enter up to ten individual site telephone numbers in the column labeled *Sites*. Each phone number must be ten digits in length.
- Press [F2] to save settings.
- Press [F8] to begin manual polling.

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Modems

Manual Polling Field Definitions (continued)

Groups

Groups

Use this column to specify the group numbers of the phones that you want to be manually polled. All sites within the specified groups will be polled.

Manually polling groups of phones

- a. Press the [TAB] key to highlight the field labeled *SELECT* in the window labeled *Groups*.
- b. Perform one of the following steps to select the groups to be manually polled.
 1. Press [SPACE] for a listing of groups. Then, use the arrow keys to highlight the applicable group(s) and press [SPACE] to tag it for selection.
 2. Enter up to ten individual group numbers in the column labeled *Groups*. Each group number must be six digits in length.
- b. Press [F2] to save settings.
- c. Press [F9] to begin manually polling the phones within the specified groups.

Ports

Ports

Select the modem ports to be used for manual polling. Only the selected port(s) will be used.

- a. Press [SPACE] to toggle between [☒] and [☐].
[☒] = The computer will use this modem port to poll phones during the manual polling process.
[☐] = The computer will not use this modem port to manually poll phones.

This concludes the definitions of the manual polling field definitions.

Modems

Modem Setup

This function is used to define the operating parameters for the modem ports that are used to communicate with the phones. These parameters should be defined when a new modem is installed, if an existing modem is replaced with another type of modem, if the phone number of modem's telephone line is changed, or if a modem needs to be temporarily disabled.

NOTE 1: If a modem port is not listed, the port may be disabled in the *System Utilities* section of the program.

NOTE 2: If the selected port is currently in the process of communicating with a phone, communication must be terminated before access to the modem parameters screen is allowed. The computer will prompt for confirmation to terminate communication. Once the modem parameters screen is exited, communication between the computer and phones using this port, is reenabled.

Enabling Modem Ports

Use the information below to enable a modem port for communication with your phones.

- a. Beginning from the main menu screen, press the following keys:

[5] *Modems*

[4] *Modem Setup*

- b. A screen similar to the following is displayed.

1
Fri. Oct 14, 1994
MODEM SELECTION MENU
2:5:4L 08:16:42
COM 1
0. Exit to Previous Menu
ESC Exit F1 Help 0..1 or Up/Dn Arrow+ENTER Menu Item
Set up the modem

- c. Use the arrow keys to highlight the applicable port and then press [ENTER].

- A screen similar to the following is displayed allowing you to modify the option settings for the port.

2
Mon. Mar 27, 95
COM 2 MODEM SETUP
Screen 2.5.4 13:13:18
Phone Nr: (813)647-1296
Parity: N
PBX Code Local: Bits per Character: 8
PBX Code LD: Stop Bits: 2
Protel Modem: Y
Incoming Enabled: N
Outgoing Enabled: Y
Polling Speed: 1200
Change/Test Modem: SPACE
Model: DONNA'S MODEM
Description: PROTEL MODEM TEST
Init.: ATML1E0Q001K3S10-255S0-0S9-2S7-100
Answer: AIA
Dial 300: ATDI
Reset: ATZ
Dial 1200: ATDI
ESC Abort F1 Help F2 Save F3 Reset/Enable Arrows
Enter phone number for this port

- d. Reference the section titled *Modem Setup - Field Definitions* elsewhere in this chapter for definitions.

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Modems

Modem Setup Field Definitions

Listed below are definitions of each of the option fields in the Modem Setup screen.

COM 2 MODEN SETUP		Screen 2.5.4
Mon. Mar 27, 95		13:13:18
Phone Nr: <813>647-1296	Parity: N	
PBX Code Local:	Bits per Character: 8	
PBX Code LD:	Stop Bits: 2	
Incoming Enabled: N	Protel Modem: Y	
Outgoing Enabled: Y	Polling Speed: 1200	
Change/Test Modem: SPACE		
Model: DONNA'S MODEM		
Description: PROTEL MODEM TEST		
Init.: AIM1LE000U1X3S10-255S0-0S9-2S7-100		
Answer: AIA		
Dial 300: AIDI	Dial 1200: AIDI	
Reset: AIZ		
ESC Abort F1 Help F2 Save F8 Reset/Enable Arrows		
Enter phone number for this port		

Phone Nr.

Phone Nr.

Enter the telephone number of the telephone line that is connected to this modem port.

NOTE: If several modems are connected through a "hunt group", each phone line is assigned a separate phone number. Be sure to enter the phone number of the line that is connected to this modem port. The common phone number of the "hunt group" should not be entered in this field.

PBX Code Local

PBX Code Local

Specify the PBX code to be used for local calls. This field need only be defined if the modem is connected behind a PBX.

The code entered in this field is added to the beginning of the local destination number before the number is dialed by the modem during the polling process.

Note: The PBX code may be up to 5-digits in length allowing for 10XXX codes to prefix the destination number when polling.

PBX Code LD

PBX Code LD

Specify the PBX code to be used for long distance calls. This field need only be defined if the modem is connected behind a PBX.

The code entered in this field is added to the beginning of the long distance destination number before the number is dialed by the modem during the polling process.

Note: The PBX code may be up to 5-digits in length allowing for 10XXX codes to prefix the destination number when polling.

Incoming Enabled

Incoming Enabled

Specify if incoming calls are to be allowed/denied through this modem port.

Normally, the modem ports should be enabled for incoming calls. If a modem port is connected to an active phone line where payphones are calling in, that modem port **MUST** be enabled. If this option is set to *N*, the modem will not answer incoming calls from the phones.

Outgoing Enabled

Outgoing Enabled

Specify if outgoing calls are to be allowed/denied through this modem port.

The computer will only answer incoming calls during a time that the modem port is not engaged in communication with a phone. This option may be used to disable a particular port from allowing outgoing calls; thus, making the port available to receive incoming calls at any time. If more than two modems are being used, one of the modems should be reserved for incoming calls by disabling outgoing calls on that port.

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Modems

Modem Setup Field Definitions (continued)

Parity

Parity

This field should normally be set to "N." The program does not require parity.

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Bits Per Character

Bits Per Character

This field should normally be set to "8" (8 data bits per character.)

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Stop Bits

Stop Bits

This field should normally be set to "2" (2 stop bit).

This field may be changed for diagnostics purposes only. Changing this field for normal program operation may result in the loss of communication with your payphones.

Protel Modem

Protel Modem

This field should be set to "Y" if a Protel modem is installed.

If a non Protel modem is used this field should be set to "N"

Polling Speed

Polling Speed

Set this field to match the baud rate of the phones that this modem port will be communicating with.

If the baud rate of this modem port is different than the baud rate of the modem in the phones, communication between the computer and the phone(s) may be corrupted.

Change/Test Modem

Change/Test Modem

This field is used to set up parameters for new modems or to test a modem that is currently connected to this port. Upon selection of this option a new screen is displayed prompting you to define the operating parameters for the modem. Reference the following page for information on setting these operating parameters.

ADDING A NEW MODEM

- Use the arrow keys to highlight the field **Change/Test Modem:** and then press [SPACE].
- Press [F3] **Add**.
- Enter a descriptive name for the modem. Any combination of up to 20 alpha/numeric characters may be used.
- Press [F2] **Save**.
- Define the parameters for the new modem. (See next page for field definitions.)
- Press [F2] **Save**.

EDITING AN EXISTING MODEM

- Use the arrow keys to highlight the field **Change/Test Modem:** and then press [SPACE].
- Use the Up/Dn arrows to select the modem to be edited.
- Press [F7] **edit/test**.
- Edit the parameters for the modem. (See next page for field definitions.)
- Press [F2] **Save**.

TESTING THE MODEM

- Use the arrow keys to highlight the field **Change/Test Modem:** and then press [SPACE].
- Use the Up/Dn arrows to select modem to be tested.
- Press [F7] **edit/test**.
- Use the arrow keys to highlight the field labeled **Test Command**.
- Enter the command to be sent to the modem.
- Press [F8] to send the test command to the modem.

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Modems

Modem Setup Field Definitions (continued)

Listed below are definitions of each of the option fields on the *change/test modem* screen.

The screenshot shows a terminal window titled "CHANGE/TEST MODEM". Inside, there is a box containing the following text:

```
Model: TESTING
Description:
Init:
Answer:
Dial 300: Dial 1200:
Reset:
Test Command :
Modem Response:
```

Below the box, a line of text reads: "ESC Exit F2 Save F8 Reset/Enable F9 Test Arrows".

Model

Model

This field may only be edited when adding or cloning a new modem definition file.

- a. Enter the model name of the modem that will use these setup parameters.
 - Any combination of up to 20 alpha/numeric characters may be used.Example: PROTEL

Description

Description

Enter a descriptive comment that can be associated with the modem being defined. Any combination of up to 40 alpha/numeric characters may be used. Example: PROTEL

Init

Init

Use this field to specify the command that the program should send to the modem to initialize it. If this string needs to be modified, reference your modem manual for acceptable command codes and then specify the applicable string.

Note: By default the program assumes that a Protel modem is being used and thus sets up the initialization string for this modem. If a non Protel modem is used the initialization string must be reset for the modem being used. In addition, the option labeled "Protel Modem?" must be set to "N".

Answer

Answer

This field is used to specify the command that instructs the modem to answer incoming calls. This command is usually defined as *ATA*. If this string needs to be modified, reference your modem manual for acceptable command codes.

The number of rings that the modem will wait before answering an incoming call is defined in the "S0" register of the initialization string. For more information on changing this setting, reference your modem manual.

Dial 300

Dial 300

Enter the command that will instruct the modem to dial for connection at 300 bps. This command is usually set to *ATDT* which tells the modem to dial the number in DTMF. If the phone needs to dial in pulse (DP,) the dial string should be set to *ATDP*.

The dial command instructs the modem to go off hook and dial the numbers following the dial command. The numbers to be dialed are defined in the *Auto Polling* and *Manual Polling* section of the program.

For more information on variations of the dial command, reference your modem manual.

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Modems

Modem Setup Field Definitions (continued)

Dial 1200

Dial 1200

Enter the command that will instruct the modem to dial for connection at 1200 bps. This command is usually set to **ATDT** which tells the modem to dial the number in DTMF. If the phone needs to dial in pulse (DP,) the dial string should be set to **ATDP**.

The dial command instructs the modem to go off hook and dial the numbers following the dial command. The numbers to be dialed by the program are defined in the **Auto Polling** and **Manual Polling** section of the program.

For more information on variations of the dial command, reference your modem manual.

Reset

Reset

Enter the command that will instruct the modem to reset. This command is used to reset all command variables and registers to their default values and also erase any commands currently in the modem's command buffer.

The reset command is usually set to **ATZ**.

Test Command

Test Command

Specify the commands to be used to test the modem. Reference your modem manual for a listing of modem test commands.

This concludes the definitions of the modem setup fields.

Modems

View Communication Errors

This function may be used to view a report, on screen, detailing errors that occurred during communication between the computer and the phones.

Listed below are descriptions of each of the fields of information that may be displayed on this screen.

COMMUNICATION ERRORS							2.5.5
Fri. Oct 14, 1994							08:19:05
Date	Time	Group	Site	PR	EW	Error	
08/23/94	15:05	000000	8138165555	0	99	Call was stopped manually	
08/23/94	15:01	000000	8138165555	0	99	Call was stopped manually	
08/22/94	16:25	000000	8138165555	0	99	Call was stopped manually	
08/22/94	16:25	000000	8138165555	0	21	Full download failure	
08/22/94	16:10	000000	8138165555	0	21	Full download failure	
08/22/94	16:07	000000	8138165555	0	21	Full download failure	
08/22/94	16:02	999999	8165555555	0	21	Full download failure	
08/22/94	16:01	999999	8165555555	0	99	Call was stopped manually	
08/22/94	16:00	999999	8165555555	0	99	Call was stopped manually	
08/22/94	14:34	999999	8165555555	0	21	Full download failure	
08/22/94	12:18	999999	8165555555	0	21	Full download failure	
08/22/94	12:13	999999	8165555555	0	21	Full download failure	
08/22/94	12:09	999999	8165555555	0	21	Full download failure	
08/22/94	10:09	999999	8165555555	0	20	Full dwnld failure, timeout	
08/22/94	10:00	999999	8165555555	0	13	Security code command timeout	
08/20/94	13:51	999999	8165555555	0	21	Full download failure	
08/20/94	13:50	999999	8165555555	0	99	Call was stopped manually	

ESC Abort F1 Help Up/Dn Arrow Page Up/Dn
View all Communication Errors

Report Information

The information included in the report is as follows:

Date Date that the error occurred.

Time Time of day that the error occurred.

Group Group that the phone is assigned to.

Site Telephone number of the phone site.

P# Modem port communicating with the phone.

0 = COM1
1 = COM2
2 = DIGI1
3 = DIGI2
"
"
9 = DIGI8

E# A number indicating the error that occurred.

Error A message describing the error that occurred.

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Chapter 8

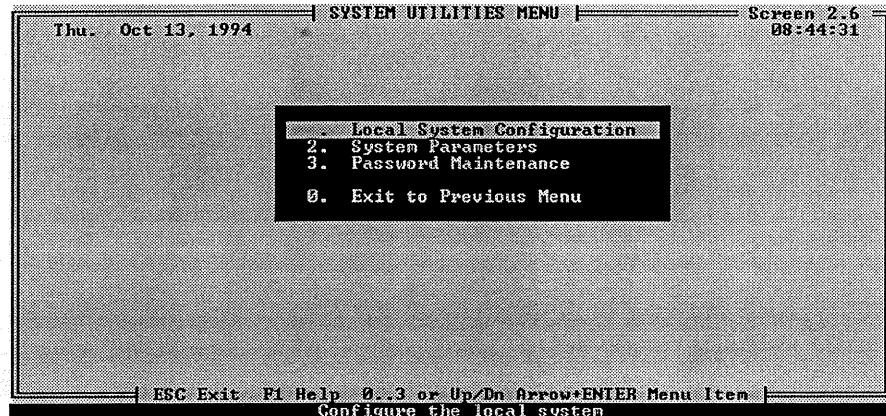
System Utilities

System Utilities

Overview

This area of the program is used to perform functions such as defining path names for network users, enabling/disabling modem ports, specifying the time zone that the computer is located in, enabling/disabling function key use for *Save* and *Confirm* operations, specifying if the system administrator should be forced to change his/her login password on a regular basis, and defining User Id's and passwords for ExpressNet® users.

Listed below are descriptions of the options available from this menu.



Local System Configuration

Local System Configuration

This area of the program is used to define the directories on the local hard disk or the directories on the Local Area Network that should be used to store files. Different directories may be specified for local files, site files, parameter files, CDR files, and system files. In addition, the modem ports to be used for communication between the computer and the phones are selected here.

System Parameters

System Parameters

This function allows the editing of parameters that are common to all of the computers that are connected together running this program.

If you are on a LAN, the settings specified using this function will effect all of the computers on the LAN.

If you are not operating on a network, the settings specified when using this option effect only the local computer.

Parameters settings that may be defined using this function include:

- Time zone of the computer.
- Enable/disable the verify prompt for [ESC] key usage.
- Enable/disable the verify prompt for [F2] key usage.
- Enable/disable system administrator's password time-out.

Password Maintenance

Password Maintenance

This function allows the system administrator to add, edit or delete user passwords and login names. This function may also be used to define security levels for users.

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System Utilities

Local System Configuration

This area of the program is used to define the directories on the local hard disk or the directories on the Local Area Network that should be used to store files. Different directories may be specified for local files, site files, parameter files, CDR files and system files. In addition, the modem ports to be used for communication between the computer and the phones are selected here.

Listed below are definitions of the parameter fields on this screen.

Thu, Oct 13, 1994 | SYSTEM CONFIGURATION | 2.6.1 08:45:11

Date configured: 10/06/94

Local Files : C:\XNET3\LOCAL\ [edit]
Site Files : C:\XNET3\SITES\ [edit]
Param. Files: C:\XNET3\PARAM\ [edit]
CDR Files : C:\XNET3\CDR\ [edit]
System Files: C:\XNET3\SYS\ [edit]

COM 1: Not Present [] Selected
COM 2: Present [] Selected
PORT 1: Not Present [] Selected
PORT 2: Not Present [] Selected
PORT 3: Not Present [] Selected
PORT 4: Not Present [] Selected
PORT 5: Not Present [] Selected
PORT 6: Not Present [] Selected
PORT 7: Not Present [] Selected
PORT 8: Not Present [] Selected

ESC Exit F1 Help F2 Save
Enter drive and subdirectory path name for local files

Path for Local Files

Local Files

This field is used to specify the disk drive and subdirectory path to be used to store the *local* files. Local files are files that contain data that is specific to the computer that is running the program. These files include PORTS.DAT, GROUPS.DAT, and EDMANPOL.DAT.

- Use the arrow keys to highlight the field labeled *edit*.
- Press [Space] to modify this field.
- Enter the path (drive/subdirectory) to be used to store the *local* files.

PORTS.DAT

Stores configuration data for the communications ports on this computer system.

EDMANPOL.DAT

Stores the temporary list of phones that are being polled manually on this computer system.

GROUPS.DAT

Contains group numbers associated with polling lists.

POLLIST.DAT

Contains polling list information associated with the automatic polling function.

REPCTL.DAT

This file contains report definition files.

Note: Every computer on the LAN will have its own local directory that will be used to store the local files. Even if you are operating on a LAN, the path for your local files should be set to the same directory that the program is installed to (Example: C:\XNET.)

Site Files

This field is used to specify the disk drive and subdirectory path to be used to store the *site* file. The site file contains site specific information. This file is called SITE.DAT. The SITE.DAT file can get very large. You may want to put this file on another disk drive or in another subdirectory if it gets too large. On a LAN, the SITE.DAT file is shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNET\SITES.

- Use the arrow keys to highlight the field labeled *edit*.
- Press [Space] to modify this field.
- Enter the path (drive/subdirectory) to be used to store the *site* file.

Path for Site Files

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System Utilities

Local System Configuration (continued)

Path for Parameter Files

Parameter Files

This field is used to specify the disk drive and subdirectory path to be used to store the *parameter* files. Parameter files contain the settings for call costing and options/register parameters. These files are called CALLCOST.DAT and MISCOPT.DAT

On a LAN, the parameter files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNET\PARAM.

- a. Use the arrow keys to highlight the field labeled *edit*.
- b. Press [Space] to modify this field.
- c. Enter the path (drive/subdirectory) to be used to store the *parameter* files.

- CALLCOST.DAT Call costing data and routing information.
- MISCOPT.DAT Options/registers information..
- OCALCOST.DAT Call costing data.
- MODEM.DAT Modem parameters for each system.

Path for CDR Files

CDR Files

This field is used to specify the disk drive and subdirectory path to be used to store the *CDR* files. CDR files contain the following information as received from the phones: billing data, audit CDR data, call accounting data, coin history data, and the log of communications errors.

On a LAN, CDR files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNET\CDR

The data stored in this directory includes:

- AUDITCDR.DAT Audit CDR data, also known as the non-card CDR, or SMDR.
- CALLACCT.DAT Call accounting data.
- COIN.DAT Coin history and phone flags.
- COMMERR.DAT Communications errors.

- a. Use the arrow keys to highlight the field labeled *edit*.
- b. Press [Space] to modify this field.
- c. Enter the path (drive/subdirectory) to be used to store the *CDR* files.

Path for System Files

System Files

This field is used to specify the disk drive and subdirectory path to be used to store the *System* files. System files contain information on polling parameters, modem parameters, password and login names and report definition files.

On a LAN, system files are shared by all computers. The path name should be set to where the LAN maps the shared data. An example may be G:\XNET\SYS.

The data stored in this directory includes:

- X3SYSPAR.DAT ... System parameters for all computers on the LAN.
 - PASSWORD.DAT .. Logins and passwords in an encrypted form.
- a. Use the arrow keys to highlight the field labeled *edit*.
 - b. Press [Space] to modify this field.
 - c. Enter the path (drive/subdirectory) to be used to store the *system* files.

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System Utilities

Local System Configuration (continued)

Selecting COM 1

COM 1

Use this option to enable or disable the COM1 communications port (assuming that there is a MODEM attached to COM1).

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

[6] *System Utilities Menu*

[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field labeled **COM 1**:

- c. Press [Space] to modify the setting for this field.

[√] = Enable Port [] = Disable Port

NOTE 1: This option should be disabled if the modem attached to this port is defective or if the phone line is bad.

Selecting COM 2

COM 2

Use this option to enable or disable the COM2 communications port (assuming that there is a MODEM attached to COM2).

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

[6] *System Utilities Menu*

[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field labeled **COM 2**:

- c. Press [Space] to modify the setting for this field.

[√] = Enable Port [] = Disable Port

NOTE 1: This option is not applicable if a "Digiboard" eight port card is being used.

NOTE 2: This option should be disabled if the modem attached to this port is defective or if the phone line is bad.

Selecting Ports 1 thru 8

PORT 1 through PORT 8

Use this option to enable or disable PORT 1 through PORT 8 on the Digiboard eight port board (assuming that there are modems attached to these ports.)

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

[6] *System Utilities Menu*

[1] *Local System Configuration*

- b. Use the arrow keys to highlight the field(s) labeled **PORT 1 - 8**:

- c. Press [Space] to modify the setting for this field.

[√] = Enable Port [] = Disable Port

NOTE 1: The port should be disabled if there is no modem attached or if the modem attached to the port is defective or if the phone line is bad.

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System Utilities

System Parameters

Overview

This function allows the editing of parameters that are global to all of the computers that are connected together and running this program.

If you are on a LAN, the settings specified using this function will effect all of the computers on the LAN.

If you are not operating on a network, the settings specified when using this option effect only the local computer.

Parameters that may be defined using this function include:

- Time zone of the computer.
- Enable/disable the verify prompt for [ESC] key usage.
- Enable/disable the verify prompt for [F2] key usage.
- Enable/disable download compression.
- Enable/disable system administrator's password time-out.

Editing System Parameters

Use the following instructions to edit the system parameters

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

[6] *System Utilities Menu*

[2] *System Parameters*

- b. Use the arrow keys to select and then edit, as necessary, the settings for the system parameters. Definitions of each of the options are as listed below.

2 Thu. Feb 9, 1995 Screen 2.6.2 09:42:14

SYSTEM PARAMETERS

Date configured: 01/24/95

Time Zone: Eastern

Confirm ESC (Abort and Exit): Y

Confirm F2 (Save and Exit): N

Compress parameter downloads: N

Number of days for Timed Passwords: 0

User inactivity timeout: ***

ESC Exit F1 Help F2 Save

Select the time zone where this computer is located. SPACE to select

Time Zone

Time Zone

Specify the time zone that the computer is located in. (This field is normally left blank unless the program is running on a local area network [LAN].) This setting is used by the computer to calculate local time zones for polling/reporting purposes.

- a. Press [SPACE] for listing of time zones.

Time Zones

Hawaii
Yukon
Pacific
Mountain
Central
Eastern
Atlantic

Confirming Escape (exit)

Confirm Escape Key

Specify if the computer should prompt the user to confirm an attempt to exit when the [ESC] key is pressed. The prompt is as follows: *EXIT Without Saving?*

If enabled, and there were changes made to the options on the screen, this message is displayed after the [ESC] key is pressed.

Enabling this option provides a second chance to save if the user accidentally presses the [ESC] key. However, confirmation will be required every time the [ESC] key is pressed (if data was changed).

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System Utilities

System Parameters (continued)

Confirming Save

Confirm F2 Key

Specify if the computer should prompt the user to confirm an attempt to save changes when the [F2] key is pressed. The prompt is as follows: *Save Changes?*.

If enabled, and there were changes made to the options on the screen, this message is displayed after the [F2] key is pressed.

This option provides protection against saving accidental changes. However, confirmation will be required every time the [F2] key is pressed (if data was changed).

Compress Parameter Downloads

Compress Parameter Downloads

Specify if a compressed data format should be used when the computer transfers costing data and options & registers data to the phone. Enabling this option results in faster download times but some systems may experience errors during the data transfer. In this situation this option should be disabled.

Number of Days Before Password Time-out

Number of days for timed password

Specify the number of days (if any) that should be allowed to pass before a user must change his/her password. This is the number of days since the password was last changed.

- Legal values are 0 through 120.
- Values from 1 to 120 specify the number of days before a user will be required to change their password.
- A value of zero (0) causes the system to not time passwords.

Note: When changing passwords, the system requires that the user's old password be entered prior to specifying the new password.

User Inactivity Time-out

User Inactivity Time-out

Specify how much time should be allowed to pass, with no keyboard activity detected, before the program automatically returns to the password screen. Once returned to the password screen the user must reenter his/her password to regain access to the functions of the program.

- Legal values for this field are 0 - 999
- The value entered in this field is measured in minutes.
- If a value of zero is entered, user inactivity does not cause the program to return to the password screen.

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System Utilities

Password Maintenance

This function allows the system administrator to add, edit or delete user passwords and login names. This function may also be used to define security levels for users.

Thu. Oct 13, 1994

EDIT PASSWORD for User : JUNK

2.6.3
08:47:15

Desc:
Password:
Confirm Password:
Access Level: 3

ESC Abort F1 Help F2 Save Arrows
Enter information about the user

Desc

Desc

Enter a descriptive comment that can be associated with the password being defined (example: John Doe's Password). Any combination of up to 40 alpha/numeric characters may be used.

Password

Password

Enter an 8 character password that the user will have to type when logging on to the program. The user will be required to enter this password to gain access to the program.

The characters of the password are not displayed on the screen as they are typed. This ensures confidentiality of the user's password.

NOTES:

- Passwords must be 8 characters in length.
- Any combination of alpha/numeric characters (except spaces) may be used.
- Passwords are NOT case sensitive.

Confirm Password

Confirm Password

Reenter the eight character password that was specified in the previous field. This field is used as verification to ensure that the password was entered correctly.

The characters of the password are not displayed on the screen as to maintain confidentiality.

Access Level

Access Level

Enter the number that corresponds to the level of access that this user should be granted. Access numbers are defined as follows:

- 1 = Users assigned an access level of *1* are granted full access to all functions/features of the program. The system administrator should be set to an access level of *1*.
- 2 = Access level 2 grants access to all functions/ features of the program except for *Utilities*.
- 3 = Access level 3 grants access to all functions/ features of the program except for *Utilities* and any functions related to billing CDR records.
- 4 = Same as access level 3 except that the user may not edit any option settings.

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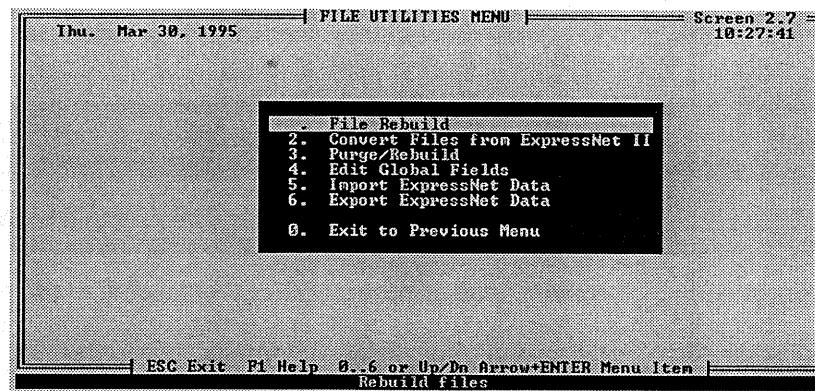
Chapter 9

File Utilities

File Utilities

Overview

This area of the program is used to perform functions such as packing and rebuilding files that are used by the program. Files may be converted from ExpressNet II® for use in this program, and previously processed records may be deleted from the database. Parameter settings may be changed globally throughout the program using a single function and records may be imported and exported for backup purposes or for use on another computer running this program.



File Rebuild

File Rebuild

This function may be used to reconstruct files that have become corrupt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is normally used in situations where difficulty is experienced in accessing data that is stored in a file. Upon selection of this function you are prompted to specify the files that you want to be rebuilt.

WARNING!! THIS FUNCTION SHOULD ONLY BE PERFORMED BY THE SYSTEM ADMINISTRATOR!

Convert files from ExpressNet II

Convert files from ExpressNet II®

This function is used to convert ExpressNet II® account/data files into a format that can be processed by ExpressNet®. Once the files are converted the program may be used to manage your existing phone sites.

The data to be converted to ExpressNet® MUST have been previously exported from ExpressNet II using the program called **BUILD3**. BUILD3 is a stand-alone program that resides in the following directory on the computer running ExpressNet II®: \XPRESNET. Once the files have been exported from ExpressNet II® they must be copied to the following directory before using this function to convert them: \XNET\SITES\XNET2

Purge/ Rebuild

Purge/ Rebuild

This function may be used to perform maintenance on the files that are processed by the program. Records may be purged (marked records deleted) and rebuilt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is used to ensure that unnecessary information does not cause the files to become too large.

Edit Global Fields

Edit Global Fields

This function may be used to change the setting(s) of specific parameters throughout a range of site account records and/or options & registers records. Changes may be made to the following parameters: costing record name, options & registers record name, downloadable software file name, dialing pattern, reporting number, security access code #1.

Importing Data

Import ExpressNet Data

This function may be used to import data that originated from another computer running this program. The type of data that may be imported includes the following: site records, costing records, and options & registers

Exporting Data

Export ExpressNet Data

This function may be used to export data out of the program. This is useful for backing up or transferring data from one system to another. The type of data that may be exported includes the following: site records, costing records, and options & registers.

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File Utilities

File Rebuild

This function may be used to reconstruct files that have become corrupt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is normally used in situations where difficulty is experienced in accessing data that is stored in a file.

Listed below are definitions of each of the options available when using this function.

WARNING!! THIS FUNCTION SHOULD ONLY BE PERFORMED BY THE SYSTEM ADMINISTRATOR.

2 FILE REBUILD Screen 2.7.1

Port	[]	Manual Poll Parameter	[]
Polling Lists	[]	Billable CDR	[]
Modem Definitions	[]	Audit CDR	[]
Sites <phone locations>	[]	Call Accounting	[]
Groups	[]	Coin Communications	[]
Call Cost Centers	[]	Communication Errors	[]
S & F Cost Center	[]	Report Control	[]
Printer definitions	[]	7000 Option History	[]
S & F Charges	[]		
7000 Option Configuration	[]		
7000 Option Descriptions	[]		
Options & Registers	[]		

ESC Exit F1 Help F2 Start
Rebuild this file: Press SPACE to select; * = needs rebuilding

Port

Port

Specify if the file that contains modem parameter settings should be rebuilt. This file defines the protocol used for communication with the phones and also specifies if incoming/outgoing calls are allowed through the modem port.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Modem setup file will be rebuilt immediately after the [F2] key is pressed.

[] = Modem setup file will not be rebuilt.

Polling Lists

Polling Lists

Specify if the polling list file should be rebuilt. This file contains parameters that determine which actions should be performed during the automatic polling process.

This file should be rebuilt any time numerous deletes or changes have been made to polling list parameters or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

This will ensure integrity of the data stored in the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Polling list file will be rebuilt immediately after the [F2] key is pressed.

[] = Polling list file will not be rebuilt.

Modem Definitions

Modem Definitions

Specify if the modem definition file should be rebuilt. This file defines initialization strings, dial strings, answer strings, etc... for the modems.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = Modem definition file will be rebuilt immediately after the [F2] key is pressed.

[] = Modem definition file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Sites

Sites (Phone Locations)

Specify if the site record file should be rebuilt. This file contains information about each payphone site. Information such as group numbers, costing/options record assignments, authcodes, etc... are stored in this file.

This file should be rebuilt any time numerous deletes or changes have been made to site records or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = The site file will be rebuilt immediately after the [F2] key is pressed.

[] = The site file will not be rebuilt.

Groups

Groups

Specify if the Groups file should be rebuilt. This file contains information showing which phone groups have been assigned to which polling lists. Group/Polling list assignments are defined in the Automatic Polling section of the program in the field labeled *Group Assignment* (Screen 2.5.2.1).

This file should be rebuilt any time numerous deletes or changes have been made to the polling/group assignment list or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = The group file will be rebuilt immediately after the [F2] key is pressed.

[] = The group file will not be rebuilt.

Call Cost Centers

Call Cost Centers

Specify if the call costing center file should be rebuilt. This file contains information that determines charges for calls made on the phones. In addition, this file also contains parameters that determine how calls are processed. This file should be rebuilt any time numerous deletes or changes have been made to the call costing centers area of the program or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = The call costing center file will be rebuilt immediately after the [F2] key is pressed.

[] = The call costing center file will not be rebuilt.

Printer Definitions

Printer Definitions

Specify if the file containing printer specifications should be packed (blank records deleted from the file). This file contains information on compressed/uncompressed print codes and defines whether the printer is local, on a LAN, or if no printer is attached.

This file should be packed any time numerous changes have been made to the printer definition settings or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

- a. Press [SPACE] to toggle between [✓] and [].

[✓] = The printer definition file will be packed immediately after the [F2] key is pressed.

[] = The costing record file will not be packed.

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File Utilities

File Rebuild Field Definitions (continued)

7000 Option Configurations

7000 Option Configurations

Specify if the 7000 Option Configurations file should be rebuilt. This file contains information that indicates which option boards are installed, and the status of each board.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The file containing 7000 options configuration information will be rebuilt immediately after the [F2] key is pressed.

[] = The 7000 options configuration file will not be rebuilt.

7000 Option Descriptions

7000 Option Descriptions

Specify if the 7000 Option Descriptions file should be rebuilt. This file contains text descriptions of the 7000 Series option boards that are installed in the phones.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The file containing 7000 option descriptions information will be rebuilt immediately after the [F2] key is pressed.

[] = The 7000 options configuration file will not be rebuilt.

Options & Registers

Options & Registers

Specify if the Options & Registers file should be rebuilt. This file contains the settings of the parameters that are in the Options & Registers area of the program. Information such as polling window settings, security codes, central office delays, etc... are set here.

This file should be rebuilt any time numerous deletes or changes have been made to the Options & Registers settings or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The Options & Registers file will be rebuilt immediately after the [F2] key is pressed.

[] = The Options & Registers file will not be rebuilt.

Manual Poll Parameter

Manual Poll Parameter

Specify if the manual polling parameter file should be rebuilt. This file defines the actions to be performed during the manual polling process.

This file should be rebuilt any time trouble occurs with the operation of a modem(s) during manual polling or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The manual polling file will be rebuilt immediately after the [F2] key is pressed.

[] = The manual polling file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Audit CDR

Audit CDR

Specify if the file containing non-card CDR data (received from phones) should be rebuilt. This file contains information on the non-Store & Forward calls that have been made on the phones.

This file should be rebuilt any time trouble is experienced accessing the non-Store & Forward CDR data or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The audit CDR file will be packed immediately after the [F2] key is pressed.

[] = The audit CDR file will not be packed.

Call Accounting

Call Accounting

Specify if the call accounting file should be rebuilt. Call accounting data includes information such as:

- The types of calls made on the phone (i.e. coin, interstate interlata, etc;)
- The number of calls made on the phone.
- The amount charged for each call.
- The number of minutes that each call lasted.

This file should be rebuilt any time trouble is experienced accessing the data in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The call accounting file will be packed immediately after the [F2] key is pressed.

[] = The call accounting file will not be packed.

Coin Communications

Coin Communications

Specify if the coin communications file should be rebuilt. This file contains the same information as that which is printed in the coin communications report.

This file should be rebuilt any time trouble is experienced accessing the data stored in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The coin communications file will be rebuilt immediately after the [F2] key is pressed.

[] = The coin communications file will not be rebuilt.

Communication Errors

Communication Errors

Specify if the communication error file should be rebuilt. This file contains the same information as that which is printed in the communications errors report.

This file should be rebuilt any time trouble is experienced accessing the data in this file or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The communications errors file is rebuilt immediately after the [F2] key is pressed.

[] = The coin information file will not be rebuilt.

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File Utilities

File Rebuild Field Definitions (continued)

Report Control

Report Control

Specify if the report control file should be rebuilt. This file contains report definition parameters. Information such as the following is included in this file; how often reports are to be printed, which reports are to be printed, which accounts are to be included in the reports, etc.

This file should be rebuilt any time trouble is experienced generating predefined reports or if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The report control file is rebuilt immediately after the [F2] key is pressed.

[] = The report control file will not be rebuilt.

Option History

7000 Option History

Specify if the 7000 option history file should be rebuilt. This file contains a history of status messages pertaining to the 7000 option boards.

This file should be rebuilt if the program indicates the need for this function to be performed, as indicated by an "*" next to the file.

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

[√] = The 7000 option history file is rebuilt immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be rebuilt.

File Utilities

Convert Files from ExpressNet II

This function is used to convert ExpressNet II accounting data files into a format that can be processed by ExpressNet®. Once your files are converted, ExpressNet may be used to manage your existing phone sites.

The data to be converted to ExpressNet® MUST have been previously exported from ExpressNet II using the program called **BUILD3**. BUILD3 is a stand-alone program that resides in the following directory on the computer running ExpressNet II: **\XPRESNET**. Once the files have been exported from ExpressNet II they must be copied to the following directory before using this function to convert them: **\XNET\SITES\XNET2**

Use the procedure below to convert your phone accounts and associated data from ExpressNet II to a format that is recognized by ExpressNet®.

This procedure assumes that ExpressNet® is currently installed on the same computer as ExpressNet II® and that you have the **BUILD3** utility available.

Exporting ExpressNet II files for use in ExpressNet

- a. Beginning from the DOS prompt, ensure that the file **BUILD3.EXE** resides in the directory where the ExpressNet II program is located (Normally this is: **\XPRESNET**) If necessary, copy the **BUILD3** file to the applicable directory.
 - The **BUILD3** program was either distributed with your copy of ExpressNet II® or with the ExpressNet® program. If necessary, contact Protel Customer Service for information on obtaining this program.
- b. Change your current directory to where the ExpressNet II program is located. This is usually accomplished by typing **CD\XPRESNET**.
- c. Type **BUILD3** and then press [ENTER]
 - A screen similar to the following should be displayed.

```
TRANSFER EXPRESSNET 2 FILES TO EXPRESSNET
Version 1.21

Enter Range of Group Numbers to transfer:
From 0000 through 9999

Path name for Destination Files:
->

Transfer Expressnet 2 CDR files (Y/N)? N
Path name:
->

<F8 Process Groups> <F9 Help> <F10 Exit>
```

- d. In the field labeled **From** enter the beginning group number in the range of accounts that you want to be converted to ExpressNet.
- e. In the field labeled **through** enter the last group number in the range of accounts that you want to be converted to ExpressNet.
- f. In the field labeled **Path name for Destination Files:**, verify that the specified path reflects the destination of where the converted files should be sent. The default path for these files is as follows: **C:\XNET\SITES\XNET2**. If necessary, change the path name to reflect the location of where you want the files to be sent.

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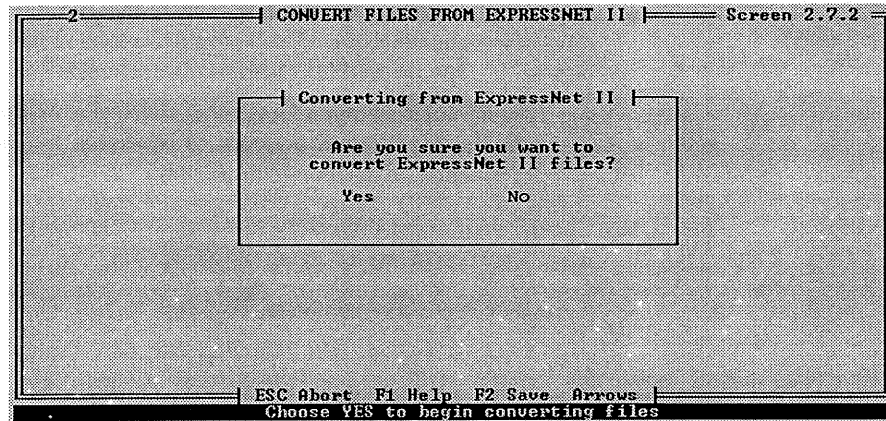
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File Utilities

Convert Files from ExpressNet II (continued)

- g. Answer Y or N to the following question: "Transfer ExpressNet 2 CDR files (Y/N?)"
- h. In the field labeled *Path name:*, verify that the specified path reflects the location of where the ExpressNet II CDR files currently reside. If necessary, change the path to reflect the actual location of the CDR files.
- i. Press [F8] *Process Groups*.
- j. Start the ExpressNet® program.
- k. Press the following keys beginning from the Main Menu screen:
 - [7] *File Utilities*
 - [2] *Convert Files from ExpressNet II*.
 - A screen similar to the following should be displayed.



- l. Press [Y] at the following prompt: *Are you sure that you want to convert ExpressNet II files?*
 - After the conversion process is complete all existing phone accounts should be maintained using ExpressNet®.

Note 1: Only those costing records and options & register records that are assigned to an existing ExpressNet II® account will be converted.

Note 2: If an ExpressNet II® account that you want to convert has the same name as an existing ExpressNet® account, the account will not be converted.

File Utilities

Purge/Rebuild

Purging & Rebuilding files

This function may be used to perform maintenance on the files that are processed by the program. Records may be purged (marked records deleted) and rebuilt. Rebuilding a file consists of deleting corrupt records and then reindexing the file. This function is used to ensure that unnecessary information does not cause the files to become too large.

Use the information below to purge and rebuild files.

- a. Press the following keys beginning from the main menu screen.
[7] *File Utilities*
[3] *Purge/Rebuild*
- b. In the field labeled *Purge records before this date:* enter the date from which all records that are marked with a date prior to this date will be purged.
- c. Define all applicable parameter settings on the screen shown below. Reference the field definitions below for descriptions of each field.
- d. Press [F2] *Save* to begin the purge/rebuild process.

Purge Records Before This Date: / /					
From Group: To Group:					
From Phone #: To Phone #:					
	Purge	Rebuild	Purged	Removed	Rebuilt
Coin Communications	[]	[]			
Audit CDR	[]	[]			
Call Accounting	[]	[]			
Communication Errors	[]	[]			
7000 Option History	[]	[]			

ESC Exit F1 Help F2 Start
Enter the date to purge from

Field Definitions

Listed below are definitions of the parameter fields on the screen shown below.

Purge Records Before This Date

Enter the date from which all records that are marked with a date prior to this date will be purged (deleted).

From Group

Enter the first group number to be included in the range of groups that are to have records purged from the database. Group numbers must be 6 digits in length.

To Group

Enter the last group number to be included in the range of groups that are to have records purged from the database. Group numbers must be 6 digits in length.

From Phone

Enter the first site phone number to be included in the range of records that are to be purged from the database. Phone numbers must be 10 digits in length (NPANXXXXXX).

To Phone

Enter the last site phone number to be included in the range of records that are to be purged from the database. Phone numbers must be 10 digits in length (NPANXXXXXX).

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File Utilities

Purge/Rebuild (continued)

Field Definitions (continued)

Coin Communications

Specify if records in the coin communications file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Coin communications records contain the same information as that which is printed in the coin communications report.

- a. Press [SPACE] to toggle between [☒] and [☐].

PURGE

[☒] = Coin communication records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[☐] = Coin communication records will not be purged.

REBUILD

[☒] = The coin communications file is rebuilt immediately after the [F2] key is pressed.

[☐] = The coin communications file will not be rebuilt.

Audit CDR

Specify if the records in the audit CDR file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Audit CDR records contain the same information as that which is printed in the Audit CDR report.

- a. Press [SPACE] to toggle between [☒] and [☐].

PURGE

[☒] = Audit CDR records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[☐] = Audit records will not be purged.

REBUILD

[☒] = The audit CDR file will be rebuilt immediately after the [F2] key is pressed.

[☐] = The audit CDR file will not be rebuilt.

Call Accounting

Specify if the records in the call accounting file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Call Accounting records contain the same information as that which is printed in the call accounting report.

- a. Press [SPACE] to toggle between [☒] and [☐].

PURGE

[☒] = Call accounting records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[☐] = Call accounting records will not be purged.

REBUILD

[☒] = The call accounting file will be rebuilt immediately after the [F2] key is pressed.

[☐] = The call accounting file will not be rebuilt.

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File Utilities

Purge/Rebuild (continued)

Field Definitions (continued)

Communication Errors

Specify if the records in the communication error file should be deleted and/or if the file should be rebuilt. The specific records to be processed must be specified in the group/phone range fields on this screen.

Communication error records contain the same information as that which is printed in the communication error report.

- a. Press [SPACE] to toggle between [✓] and [].

PURGE

[✓] = Communication error records associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = Communication error records will not be deleted

REBUILD

[✓] = The communication error file is rebuilt immediately after the [F2] key is pressed.

[] = The communication error file will not be rebuilt

7000 Option History

Specify if the 7000 option history file should be deleted and/or if the file should be rebuilt.. **This file contains a history of status messages pertaining to the 7000 option boards.**

- a. Press [SPACE] to toggle between [✓] and [].

PURGE

[✓] = The 7000 option history file associated with the phones listed in the group/phone range fields will be purged (deleted) immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be deleted.

REBUILD

[✓] = The 7000 option history file is rebuilt immediately after the [F2] key is pressed.

[] = The 7000 option history file will not be rebuilt.

File Utilities

Edit Global Fields

This function may be used to change the setting(s) of specific parameters throughout a range of site account records and/or options & registers records.

The parameters that may be changed are as follows:

Site Accounts	Options & Registers Record
Costing record name	Reporting Number
Misc options record name	Security Access Code #1
Downloadable software file name	
Dialing pattern	

Global Editing of Site Account Parameters

Use the procedure below to globally edit settings within a range of phone account records.

- Select the following keys beginning from the main menu screen.

[7] *File Utilities*

[4] *Edit Global Fields*

- In the fields labeled *From Group* and *To Group*, specify the beginning and ending group numbers in the range of groups to be affected by the specified changes.
- In the fields labeled *From Phone* and *To Phone*, specify the beginning and ending phone numbers in the range of phone accounts to be affected by the specified changes.
- In the fields labeled *Costing Record*, *Options Record*, *Download Software*, and *Dial Pattern*, specify the new settings (changes), if any, to be assigned in the records specified in the group/phone range fields.

Note: Reference the following page for definitions of each of the fields on this screen

Global Editing of Opt & Reg Settings

Use the procedure below to globally edit settings within a range of options & registers records.

- Press the following keys beginning from the Main Menu screen.

[7] *File Utilities*

[4] *Edit Global Fields*

- In the fields labeled *From Record Name* and *To Record Name*, specify the beginning and ending Options & Registers record names in the range of records to be affected by the changes specified in the fields labeled *Reporting Number* and *Security Number* on this screen.
- In the fields labeled *reporting number* and *Security Access Code*, specify the new settings (changes), if any, to be assigned in the specified range of records.

Note: Reference the following page for definitions of each of the fields on this screen

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File Utilities

Edit Global Fields (continued)

Field Definitions

From Group

Enter the first group number in the range of groups to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

To Group

Enter the last group number in the range of groups to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

From Phone

Enter the first site phone number in the range of phone sites to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

To Phone

Enter the last site phone number in the range of phone sites to be updated with the settings specified in the *costing record*, *options record*, *download software*, and *dial pattern* fields on this screen.

Costing Record

Specify the name of the costing record to be assigned to each account specified in the group/phone range.

- a. Press [SPACE] for listing of available costing records.

Options Record

Specify the name of the options record to be assigned to each accounts specified in the group/phone range.

- a. Press [SPACE] for listing of available options records.

Download Software

Specify the name of the software file to be assigned to each account specified in the group/phone range.

- a. Press [SPACE] for listing of available software files.

Dial Pattern

Specify the dial pattern to be used for polling phones. The selected dial pattern will be assigned to each of the accounts specified in the group/phone range.

This function is useful in situations where the dialing pattern to reach the phones has changed. As an example, if the computer's dialing pattern to reach the phones was 1+7 digits but the dialing pattern changed to 1+ 10 digits, this option could be used to globally change the dialing pattern in the specified range of accounts.

- a. Press [SPACE] for listing of available options records.

From Record Name

Specify the first Options/Registers record to be included in the range of records to be edited.

- a. Press [SPACE] for listing of record names.

To Record Name

This field is used to specify the last Options/Registers record in the range of records to be edited.

Press [SPACE] for listing of record names.

Reporting Number

This field may be used to specify a new REPORTING NUMBER. This number will be assigned to each of the records in the specified range of Options/Registers records. This is useful in situations where the telephone number that the phones must dial to reach the computer, has been changed.

Security Access Code

This field may be used to specify a new SECURITY CODE #1 code. This code will be assigned to each of the records in the specified range of Options/Registers records. This is useful in situations where the Security Code #1 code has changed.

File Utilities

Import ExpressNet® Data

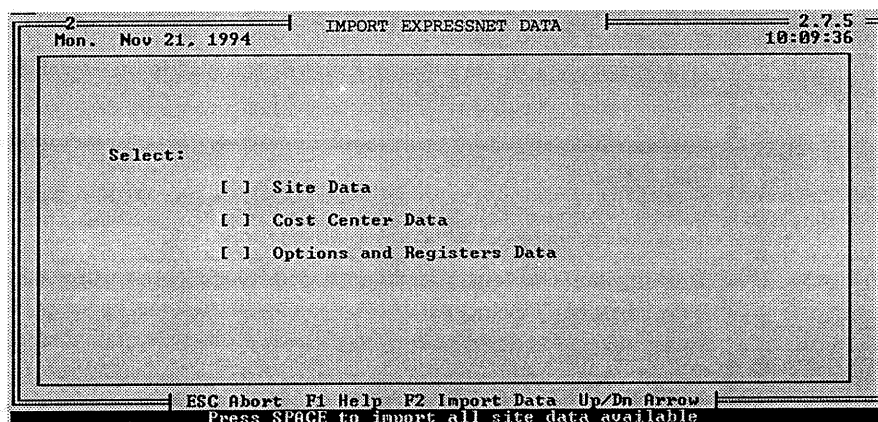
Importing ExpressNet® Data From Another Computer

This function may be used to import data that originated from another computer running this program. The type of data that may be imported includes the following: Site records, Costing records, Options & Registers. This import function is useful in situations where accounts that were managed using one computer need to be transferred to another computer. The information to be transferred must first be exported from one computer and then transferred (imported) to the computer that will actually be managing the phones.

Use the following procedure to import data from another computer running this program.

Note: Ensure that the files to be imported reside in the following directory on the computer that they are to be imported on. In addition, ensure that the file name extensions have been changed to ".IMP".

- a. If necessary, exit the program to return to the DOS prompt.
- b. Insert the disk containing the files to be imported, into the floppy drive.
- c. Log on to the floppy drive by typing A: or B: and then press [ENTER]
- d. Type **COPY *.* C:\XNET\SITES\IMPORT*.IMP**
- e. Press [ENTER]
- f. Start ExpressNet® and then select the following keys beginning from the main menu.
 - [7] *File Utilities*
 - [5] *Import ExpressNet Data*
 - A screen similar to the following is displayed.



- g. Use the arrow keys to highlight the field(s) that correspond to the file types that you want to import and then press [SPACE] to select. [✓] = Selected
- h. Press [F2] *Import Data* after all applicable files have been selected.
 - After the conversion process is complete, the program running on this computer will use the imported data for processing/maintaining your site accounts.

Note: You will be given the option of either overwriting or appending cost center data or options & registers data. Coin communications data, audit CDR, and call accounting information is automatically appended, not overwritten.

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File Utilities

Export ExpressNet® Data

This function may be used to export data for use on another computer running this program. The type of data that may be exported includes the following: site records, costing records, and options & registers records. This export function is useful in situations where accounts that were managed using one computer need to be transferred to another computer. The information to be transferred must first be exported and then imported on the computer that will actually be managing the phones.

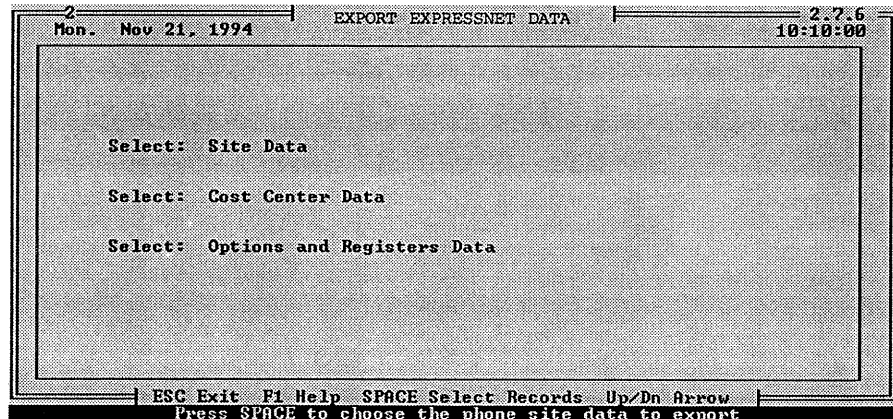
Use the following procedure to export data from this computer.

- a. Select the following keys beginning from the main menu screen.

[7] *File Utilities*

[6] *Export ExpressNet Data*

- A screen similar to the following is displayed.



- b. Use the arrow keys to highlight the field(s) that correspond to the file types to be exported and then press [SPACE].
- c. A new window is displayed prompting you to tag the particular information to be exported. A "*" next to the site/record name indicates that it is tagged for export.

Tag All Press [F8]

Tag Individual Highlight the desired site/record and then Press [SPACE].

Untag All Press [SPACE]

- d. Press [ENTER] to export the data.

- The exported data is saved to the following directory: /XNET/SITES/EXPORT
- The following files are created as a result of an export:

Sites Data	Costing Data	Options & Registers Data
AUDITCDR.EXP CALLACCT.EXP COIN.EXP SITES.EXP	CALLCOST.EXP	MISCOPT.EXP

Note: To import the data into another computer running this program, follow the instructions in the section titled *File Utilities - Import ExpressNet Data* elsewhere in this chapter.

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