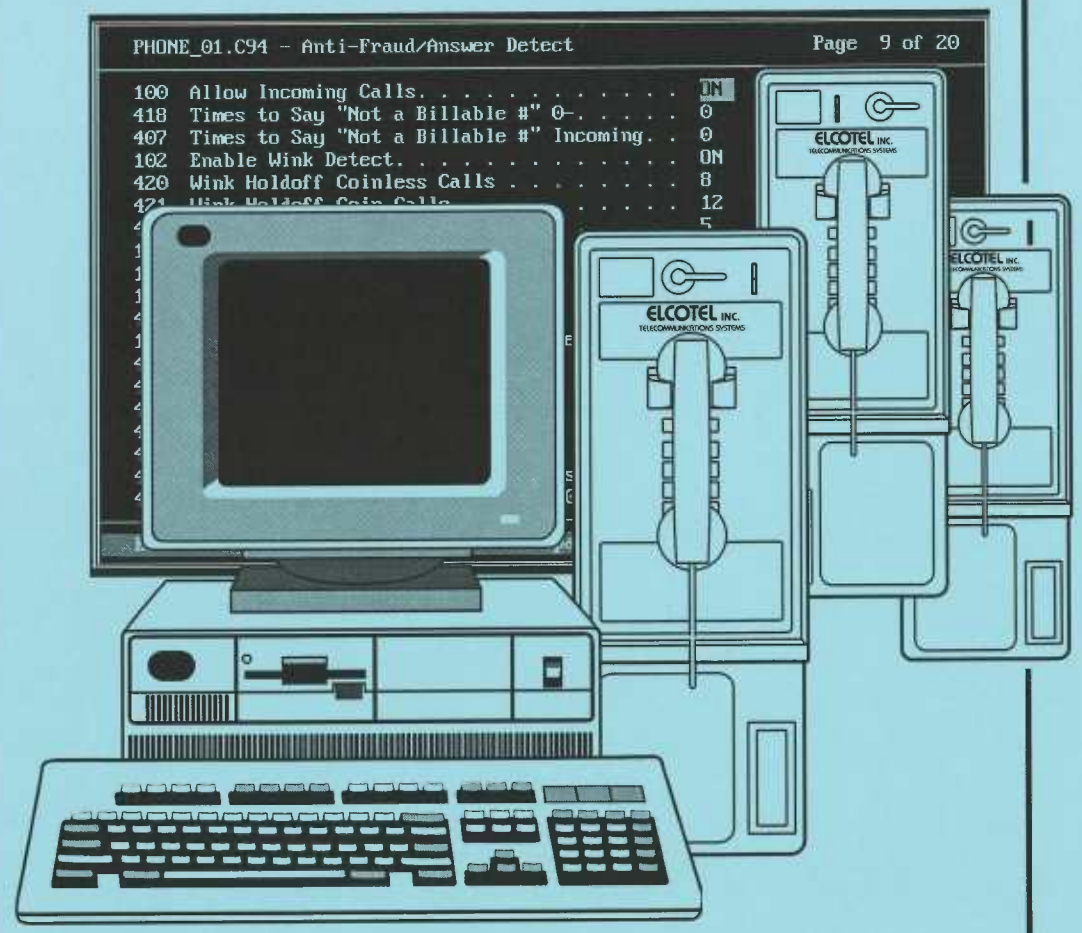

Payphone Network Manager PNM 2.2

-PRELIMINARY-

Operation Manual

ELCOTEL INC.
TELECOMMUNICATIONS SYSTEMS

PN 3350048A Aug 95

PAYPHONE NETWORK MANAGER (PNM™)
OPERATION MANUAL

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

— NOTICE —
Elcotel, Inc. Reserves the right to make any changes
and improvements in the product described in this
document at any time and without prior notice.

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1. Introduction

1.1 Audience Description.

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

1.2 Applicability.

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

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

1.3 Purpose.

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

1.4 Related Documents.

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

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

1.5 Conventions.

The following conventions are used in this guide:

1.5.1 Symbols.

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

1.5.2 Caution Statements and Notes.

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

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

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

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

1.6 Contacting the Factory.

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

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

2. Product Overview

2.1 General Description of PNM.

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

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

- Payphone programming
- Route management

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

Payphone Programming

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

Route Management

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

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

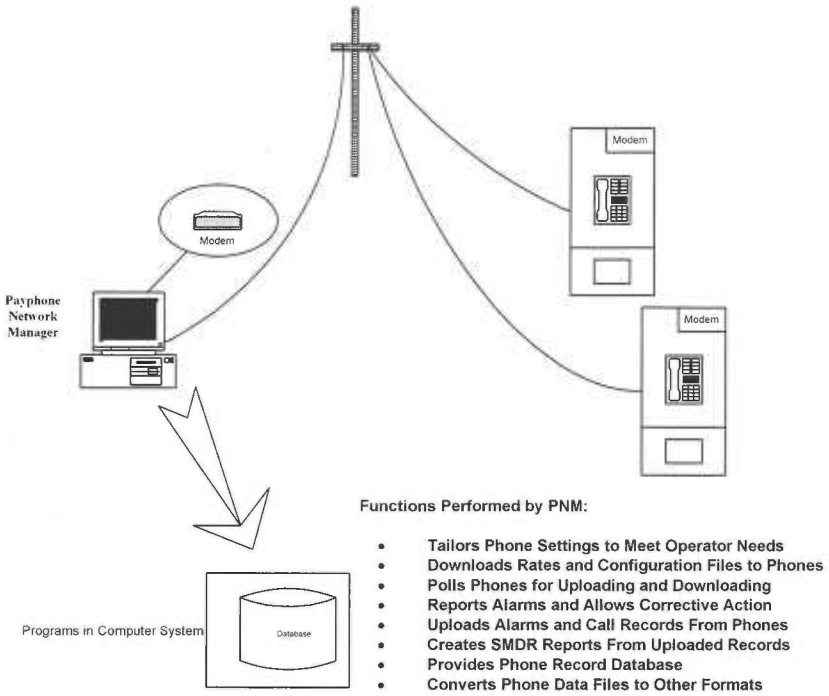

Figure 2-1: PNM/Payphone Communications

2.2 Elcotel On-Line BBS and FACTS.

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

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

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

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

2.2.2 Flexible Administrator for Coin Telephone Systems (FACTS).

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

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

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

For more information, refer to *FACTS (**F**lexible **A**dministrator for **C**oin **T**elephone **S**ystems) Installation and Operation Manual.*

2.3 System Requirements.

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

Computer

- Computer Type ..... IBM or Compatible
- Processor Type ..... 486 or larger
- RAM ..... 4 MB
- MS/PC DOS ..... Version 6.2 or higher
- Floppy Drive ..... 3.5 inch 1.44 MB
- Monitor ..... VGA Color

- Mouse (recommended but not required) .....Bus mouse recommended. Driver loaded via AUTOEXEC.BAT file.
- Hard Disk.....220 MB or larger
- Free Disk Space Required for PNM Installation[1] .....7 MB
- Additional Free Disk Space for FACTS Installation[1] .....5 MB
- Additional Free Disk Space for EOL (RIPterm).....2.5 MB

Printer (recommended but not required)

- Printer .....Laser or Dot Matrix

Modem

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

Phone Line

- Phone Line .....B1 type with NO other equipment or features (e.g., telephones, FAX machines, call-waiting)

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

3. Getting Started

3.1 PNM Installation.

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

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

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

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

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

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

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

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

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

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

Step 9: Type: **INSTALL**.

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

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

Step 11: Type: **c:**

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

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

Your installation is complete!

Step 13: Type: **PNM**.

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

3.2 Linking RIPterm and FACTS to PNM.

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

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

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

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

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

The **Utilities** option is highlighted.

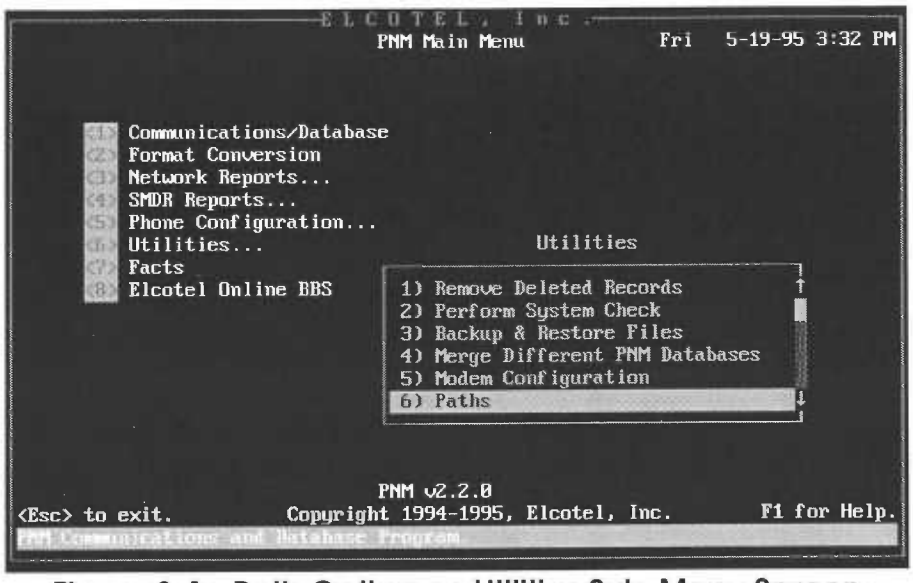

Figure 3-1: Path Option on Utilities Sub-Menu Screen

Step 3: Press <**ENTER**>.
The **Utilities** sub-menu appears.

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

Step 5: Press <**ENTER**>.
The **Paths Options** screen appears.

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

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

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

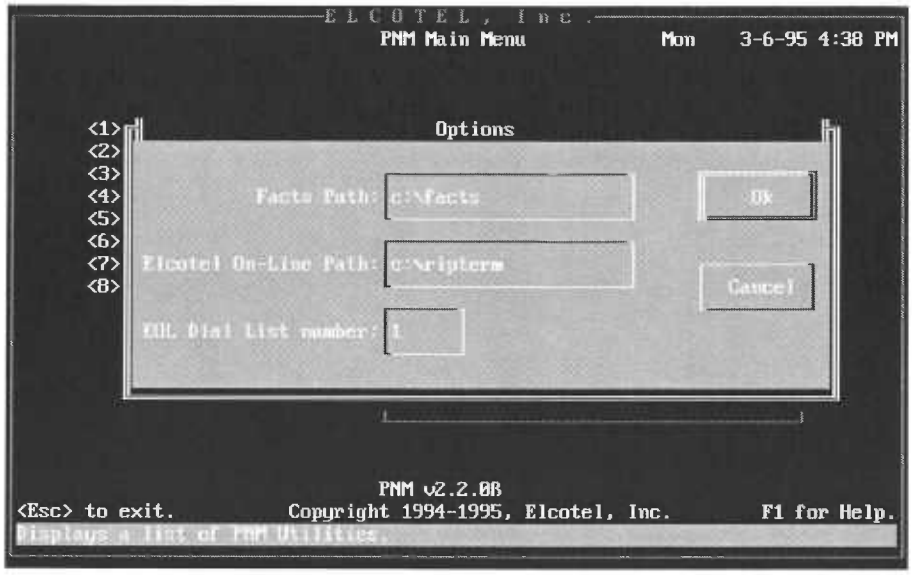

Figure 3-2: Path Setup to Elcotel On-Line BBS and FACTS

Step 9: Tab over to OK and press **<ENTER>**.
This new data is entered into the system, and the user is returned to the **Utilities** submenu.

Step 10: Press **<ESC>**.
Returns to the **PNM Main Menu**.

3.3 Modem Setup.

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

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

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

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

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

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

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

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

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

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

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

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

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

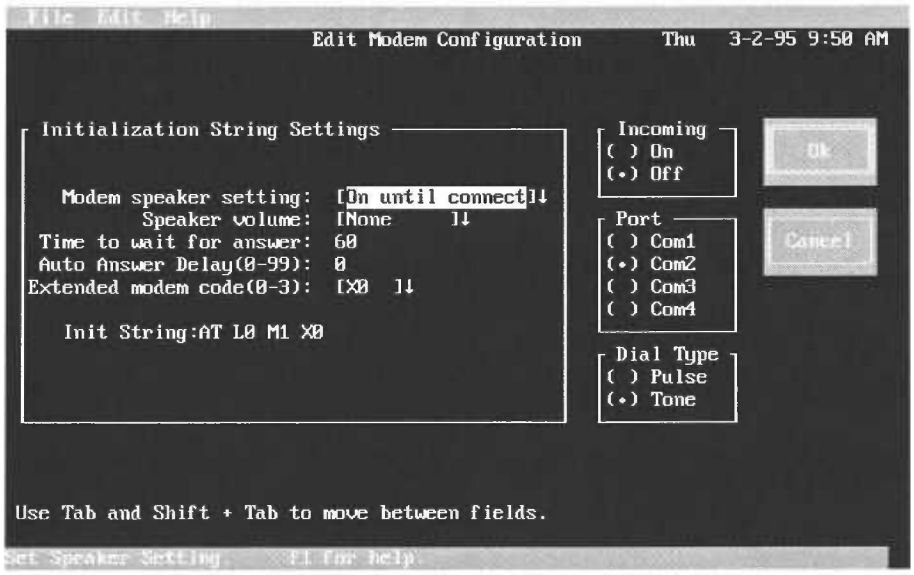

Figure 3-3: Edit Modem Configuration Utility Screen

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

Each menu item has user-selectable settings.

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

- Always off
- On until connect
- Always on

If your particular modem allows different speaker settings, you may set them here. Use the arrow keys to scroll through your list of choices. When you reach the bottom of the list, the **DOWN ARROW** key stops functioning. Likewise, if you scroll to the top of the list the **UP ARROW** key stops functioning. To access this list quicker, click with the mouse on the **DOWN ARROW** shown to the immediate right of the setting box. This action activates a drop-down box containing the list of choices for the string settings.

NOTE:
The new value is entered when the cursor
is moved to another field with the <**TAB**> key.

Speaker Volume sets the volume level of your modem's speaker. The volume level is in four states:

- None
- Low
- Medium
- High

Time To Wait For Answer

Time To Wait For Answer is the time PNM will wait for the phone to answer with a modem tone. If this time expires before the phone answers, PNM hangs up and logs the call as "No answer, busy." Enter a duration, in one-second increments, within the allowed range of 30-255 seconds. Use either the numeric keypad (<num lock> **ON**) or your keyboard to enter the value.

Auto Answer Delay (0-99)

Auto Answer Delay is set-up in half-second increments. Use either the numeric keypad or your keyboard to enter the value.

NOTE:
This field is intended to slow down the answer command from PNM to the modem. Some faster computers (60 Mhz and higher) react too quickly to incoming calls causing the call to go unanswered. If you are having difficulty taking incoming calls, set this value to 30.

Extended Modem Code (0-4)

Extended Modem Code sets your modem's extended codes. PNM requires a minimum of X1 to allow the modem to report the connection speed. Use the arrow keys to select one of the available values.

NOTE:
Some modems have the ability to set special options called Extended Codes. Consult your modem's manual to learn which extended codes apply to your modem.

Init String

This is the actual initialization string that will be sent to the modem. Additional commands may be appended to the original four-command string. Add additional commands (to disable special modem features that conflict with PNM, for example) in this 30-character scrolling data entry field.

Use your **ARROW** keys to scroll through commands that have been entered in this field. To make any changes in this field, use your text-editing keys. For further details on miscellaneous commands, refer to your modem manual.

If your modem has any of the following features, set them as specified by appending the appropriate commands to the initialization string:

- Data Compression -- **OFF**
- Flow Control -- **OFF**
- Error Correction -- **OFF**

CAUTION:
After making any changes to the Initialization String, be sure to **thoroughly** test your modem. Do so by making outgoing and receiving incoming test calls.

The <**TAB**> key is also used to navigate to the three menu items located on the right-hand side of the screen (i.e., **Incoming**, **Port**, and **Dial Type**). When you make a selection, an associated message is displayed at the bottom of the screen. Once you have tabbed to these menu items, use the **UP** and **DOWN ARROW** keys to set the function.

Incoming

Incoming allows you to enable/disable PNM response to incoming calls. This field can be set either **ON** or **OFF**.

Port

Port allows you to choose one of four communications ports (i.e., **COM1**, **COM2**, **COM3**, and **COM4**). Select the port that is appropriate for your system.

Dial Type

Dial Type allows you to set the modem for either pulse or tone dialing. Select the appropriate type for your system.

Step 6: Select **OK** after you have made appropriate entries on the **Edit Modem Configuration** screen.

CAUTION:
Before selecting **OK**, check your selections. Once you click on **OK**, or press <**ENTER**>, the new settings are saved and you are returned to the **Utilities** option submenu.

Step 7: Press **<ESC>**.
Returns to the **PNM Main Menu**.

4. Phone Configuration and Route Management Procedures

4.0 Overview

The following set of procedures outlines the main activities routinely performed by a PNM operator when setting up a payphone. These procedures may also be applied to reconfigure and upgrade existing phones. Also included are procedures useful in managing a payphone route by setting up dialing lists to perform scheduled unattended phone polling.

PNM consists of several independent programs working together by virtue of a common set of data files. While many of these files are invisible to the user during normal operation, others, known as site operational files, comprise the control means for the payphone. Site operational files are used by the PNM operator on a daily basis to perform such functions as setting a phone's rates, establishing the phone's configuration (its "personality"), and defining special handling routines for certain calls.

PNM Component Programs:

- Communications/Database
- Format Conversion
- Network Reports
- SMDR Reports
- Phone Configuration
- Utilities

Site Operational Files:

- Payphone operating system software (filename extension V94)
- Ratecenter file (filename extension R94)
- Configuration (registers and options) file (filename extension C94)
- Priority parsing file (filename extension P94)
- Speed dial file (filename extension S94)

Installation of a new payphone, and updating an existing one, requires use of only the Communications/Database and Phone Configuration programs. Site operational files are installed into the phone by downloading from PNM via PNM's communications program and a modem. All five of the site operational files may be used during the configuration process. Some of the files will need to be modified, depending on the phone site location and considerations of your business. When performing an initial download, the V94 Program file, P94 Priority Parsing file, and S94 Speed Dial file should be downloaded, even if only the factory default versions, to ensure a known set of data exists in the phone.

The following outline shows the operations, in order, required to set-up a payphone. Each operation is detailed, in a subsequent section, with a step-by-step procedure.

Phone Configuration. The following activities may be performed prior to actual phone installation.

- **Get the** appropriate **R94 Ratecenter file** and install onto your PNM computer.
- Optionally, **edit the Ratecenter file** if required by your particular operation to "fine-tune" call pricing (e.g., add Canada and Caribbean prices).
- **Locate the appropriate C94 registers and options** Configuration file (may be a factory default file or the C94 file from another phone which is similar to what is needed). **Edit the C94 file** to define the phone's "personality." This establishes the operational characteristics of the phone as dictated by its location and your business requirements.
- Optionally, **create a P94 Priority Parsing file** to define specific dialing pattern(s) for which the phone will provide special handling, i.e., exceptions from normal call routing and/or pricing.
- Optionally, **create an S94 Speed Dial file** to set-up phone numbers for memory dialing.
- **Create a master record for the phone in the PNM database** to provide a place for storage of information which describes that particular phone. The information includes both that which is unique to the phone (e.g., ANI, password) and that which the phone can share with other phones (e.g., IXC authorization code, Ratecenter file).
- **Assign Site Operational files V94, R94, C94 to the Phone Master Record** to associate a particular operating system software, a rate file, and the specific personality you defined earlier, with the phone itself. **Assign Site Operational files P94 and S94 to the Phone Master Record** to associate a priority parsing list

and/or speed dial list, if such files were created, with the phone itself. If new P94 and S94 files were not created, assign the "DEFAULT.P94" and "DEFAULT.S94" files provided with PNM.

Phone Configuration. The following activities can be performed only after the phone has been installed at its site.

- **Perform an Initial Download of Site Operational Files** V94, R94, C94, P94, S94 to the phone by manually calling the phone with PNM to establish a modem link and file transfer.
- Optionally, **verify the download** by uploading the Payphone Master Record Site-Specific Block from the phone to check for correct information (authorization code(s) or bypass code, for example).
- Optionally, **add phone to Dialing List(s)** for operator initiated or scheduled unattended polling of the phone to perform any or all of the following:
    - Upload (collect from phone) SMDR (call records) and phone operational data (alarms status, counters, and Site-Specific Block).
    - Download new Site Operational files.
    - Issue operational commands (clear alarms, clear counters, burn RAM image to EEPROM, reload RAM from EEPROM, and run phone from ROM).

Dialing List Set Up (optional). To manage groups of phones by means of dialing lists (a dialing list can consist of one or more phones) and to establish a schedule for unattended polling of the phone(s) on the list.

- **Create Dialing List(s)** if not already in existence.
- Optionally, **specify a schedule for the Dialing List** to perform automatic unattended polling of phone(s) on the list.
- **Set Load List(s)** for the purpose of specifying tasks to be performed with a phone when polled.

Respond To Call Home Alarms

- View status of alarm(s) with PNM's Remote Status screen.
- Configure the phone to call home with alarms.
- Set up PNM to receive incoming alarms.

4.1 Configuring a Payphone

4.1.1 Obtaining and Installing R94 Ratecenter Files.

A Ratecenter file based on the NPA-NXX of the phone should be obtained by downloading from the Elcotel On-Line Bulletin Board (EOL) as described in the *Elcotel On-Line Bulletin Board System (BBS) User Guide, Volume 1 - Downloading Ratecenter Files.* Ratecenter files are also available from Elcotel on diskette. Downloading is the preferred method, however, because of the lead-time and generally higher cost associated with getting rates on diskette.

After getting a Ratecenter file, you must install it onto your PNM computer so it is available for editing and downloading to phones.

NOTE:
The EOL BBS user guide provides instructions for installing downloaded Ratecenter files onto your PNM computer. The following procedure may be used when a rate file is obtained on diskette from Elcotel.

NOTE:
The following key combinations may be used to control PNM during the Ratecenter file installation procedure:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Select a highlighted menu choice	<ENTER>
Return to the previous display screen	<Esc>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Invoke the *n* sub-menu with a single keystroke	<*n*>

4.1.1: Installing Diskette-Based R94 Ratecenter Files

1 From the **PNM MAIN MENU**, select **<6> UTILITIES. . .** *Figure 4-1.*

The **UTILITIES** submenu pops-up. *Figure 4-2.*

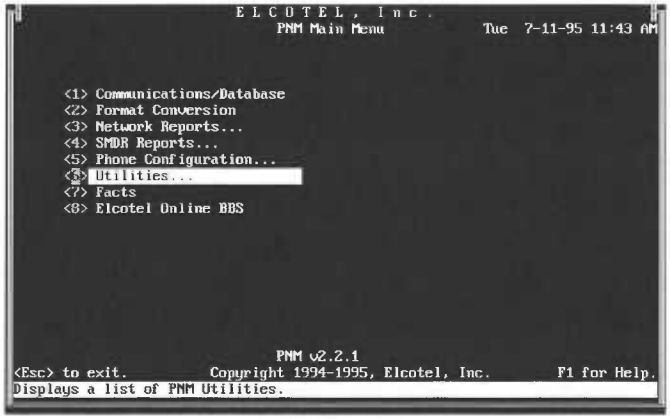

Figure 4-1

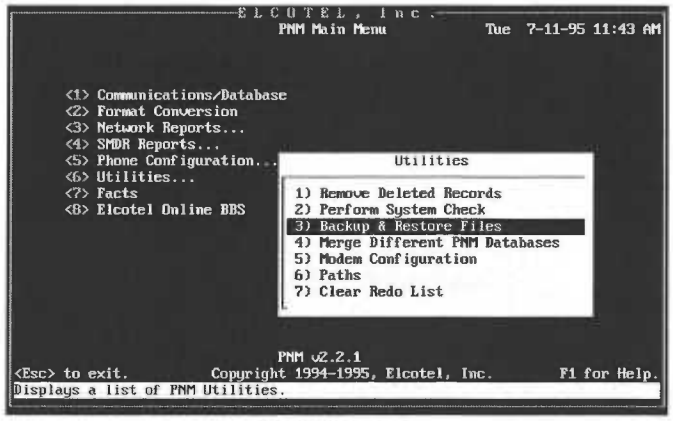

Figure 4-2

4.1.1: Installing Diskette-Based R94 Ratecenter Files

2	Select **3) BACKUP & RESTORE FILES**. *Figure 4-2.*	The **PNM FILE BACKUP UTILITY** menu pops-up. *Figure 4-3.*

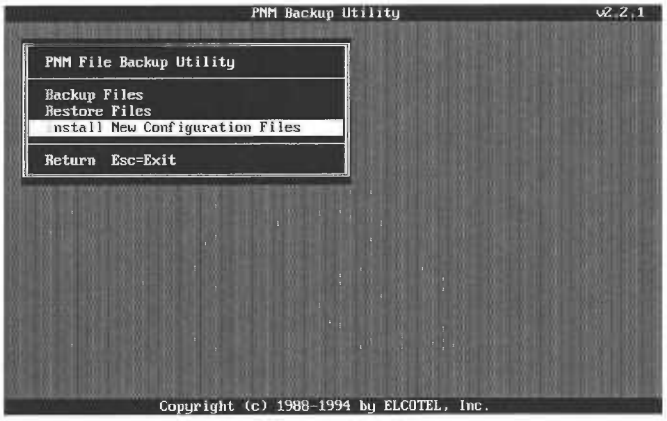

Figure 4-3

3	Select **<I> INSTALL NEW CONFIGURATION FILES**. *Figure 4-3.*	The **INSTALL FROM — A:** field is displayed. *Figure 4-4.*

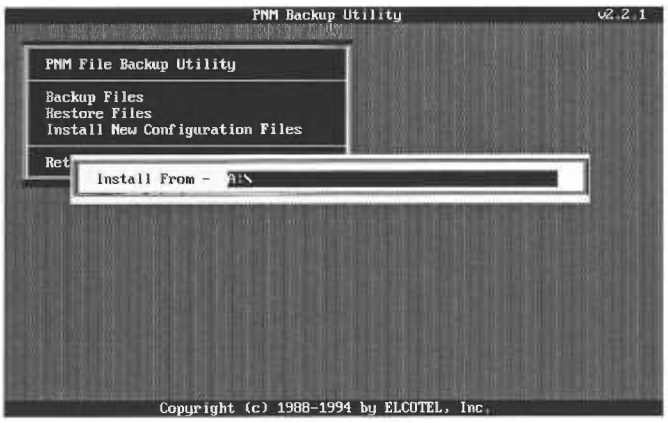

Figure 4-4

4	Insert the diskette containing the new ratecenter file into an appropriate floppy drive.	Normally **Drive A** or **Drive B**.

4.1.1: Installing Diskette-Based R94 Ratecenter Files

5	If not using Drive A, type the DOS path to the diskette containing the ratecenter. *Figure 4-4.*	Specifies location of new ratecenter file. Replace the **A:** default path with your new entry, if necessary.
	Press **<ENTER>**.	Source path verification message pops-up.
6	Press **<ENTER>**.	Verifies correct source path for ratecenter file. Installs ratecenter file from diskette to PNM rate directory (normally **C:\PNM**). Displays progress message during installation, then completion message when finished. *Figure 4-5.*

Figure 4-5

7	Press **<ESC>**. *Figure 4-5.*	Returns to the **PNM FILE BACKUP UTILITY** menu. *Figure 4-3.*

4.1.1: Installing Diskette-Based R94 Ratecenter Files

8	Install additional ratecenter files into PNM, as necessary	Repeat Steps 3 through 7 for each additional ratecenter file diskette.
9	Press **<ESC>** *Figure 4-3.*	Returns to the **UTILITIES** submenu. *Figure 4-2.*
10	Press **<ESC>** *Figure 4-2.*	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.2 Editing R94 Ratecenter Files.

Rates data for each payphone must be obtained initially from Elcotel via diskette or, preferably, from the Elcotel On-Line BBS. The rates contained in each Ratecenter file should be adequate for the supported LATA types as supplied. You can, however, create a customized R94 file as outlined in the following procedure. Ratecenter theory is covered in the operation manual for the particular model payphone you have. The phone manual details how Ratecenter files are organized and under what circumstances you might wish to edit the information they contain. We urge you to gain a thorough understanding of rates theory before attempting to modify these files.

NOTE:

The following key combinations may be used to control PNM during the Ratecenter file editing procedure:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Move highlight bar to next entry field	**<Tab>**
Move highlight bar to previous entry field	**<Shift>+<Tab>**
Select a highlighted menu choice —or— Move highlight bar to next entry field	**<ENTER>**
Return to previous menu while keeping changes	**<ESC>**
See a pop-up context-sensitive help message	**<F1>**
Take a shortcut, where *x* is the specially highlighted character on the menu item	*<x>*
Change screen display mode of Ratecenter file menu to show file description, phone model, and file creation date —or— Select from available LATA types when editing the **INTERSTATE NPAS** and **INTRASTATE NPAS AND SPECIAL AREA PRICING** rate categories	**<SPACEBAR>**
Switch to next page of a multipage table or list	**<PAGE DOWN>**
Switch to previous page of a multipage table or list	**<PAGE UP>**

4.1.2: Editing R94 Ratecenter Files

1 From the **PNM MAIN MENU**, select **<5> PHONE CONFIGURATION**. *Figure 4-1.*

The **PHONE CONFIGURATION** menu pops-up. *Figure 4-6.*

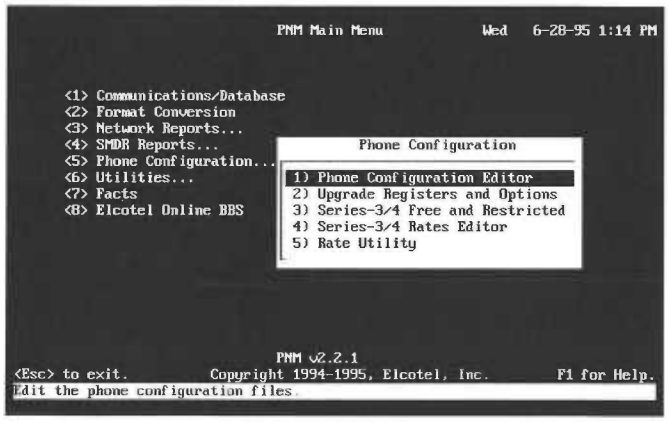

Figure 4-6

2 Select **1) PHONE CONFIGURATION EDITOR.**

The **CONFIGURATION FILE EDITOR** menu is displayed. *Figure 4-7.*

Figure 4-7

4.1.2: Editing R94 Ratecenter Files

3	Highlight **RATES** then press **<ENTER>**.	A listing of available Ratecenter files is shown. *Figure 4-8.*

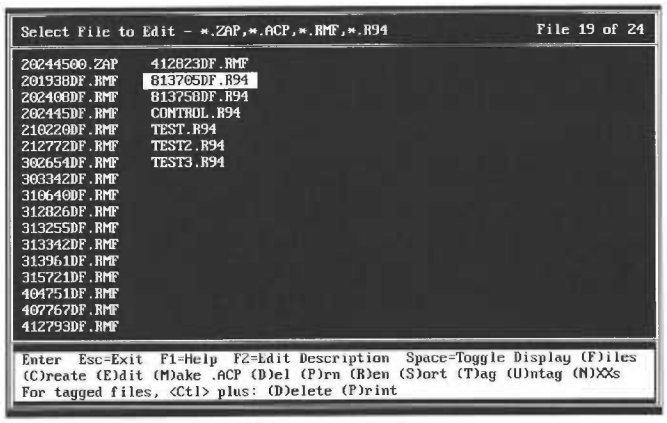

Figure 4-8

4	Highlight the Ratecenter file you wish to use as the basis for a new edited Ratecenter file. *Figure 4-8.*	May be one of the Elcotel default files (813705DF.R94, for example), or a previously-edited Ratecenter file similar to the one you now want.
5	Press **<C>**.	The **CREATING FROM. . .** screen pops-up. *Figure 4-9.*

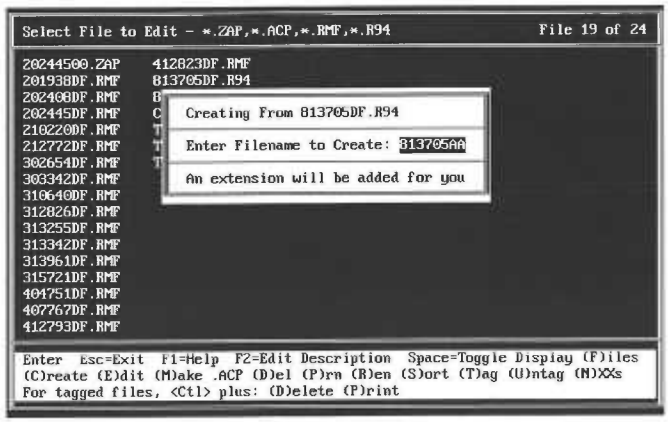

Figure 4-9

4.1.2: Editing R94 Ratecenter Files

6 Enter a DOS-compatible filename without a filename extension, then press **<ENTER>**. *Figure 4-9.*

The **EDIT FILE DESCRIPTION. . .** screen pops-up. *Figure 4-10.*

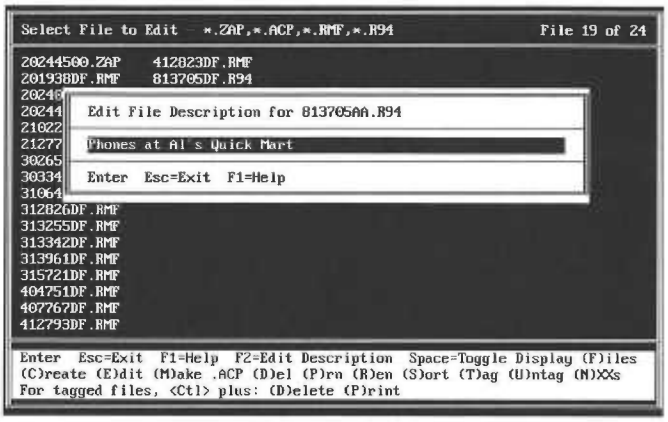

Figure 4-10

7 Optionally, enter an up to 58-character file description, then press **<ENTER>**.

Creates the new Ratecenter file containing rates identical to the rates in the basis file. Returns to the Ratecenter file listing menu.

<SPACEBAR>

Figure 4-10.

"Toggles" the screen display mode to show description and file creation date/time and phone model. *Figure 4-8, Figure 4-11, Figure 4-12.*

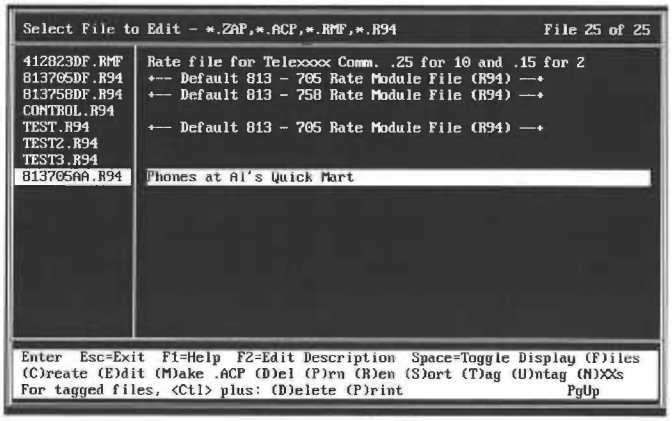

Figure 4-11

4.1.2: Editing R94 Ratecenter Files

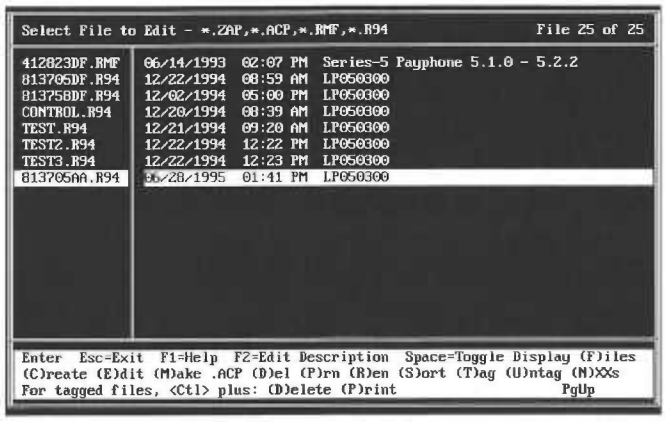

Figure 4-12

8 Highlight the newly created Ratecenter file, then press **<ENTER>**. *Figure 4-11.*

A menu listing of the rate categories contained in the selected Ratecenter file pops-up. *Figure 4-13.*

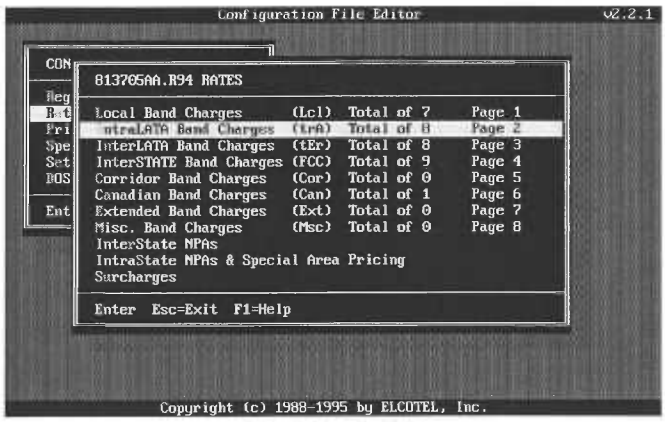

Figure 4-13

4.1.2: Editing R94 Ratecenter Files

9	Highlight one of the Band Charges rate categories (also called LATA type, e.g., **INTRALATA BAND CHARGES**) you wish to edit, then press **<ENTER>**. *Figure 4-13.*	A PTPT table pops-up. This table lists initial period and additional period price and duration information for each price band in the selected LATA type. *Figure 4-14.*

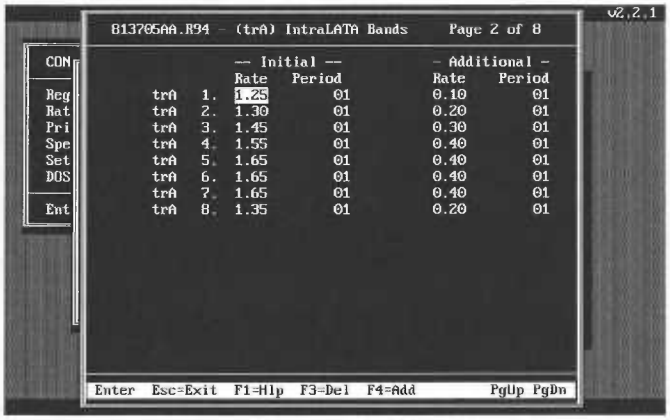

Figure 4-14

10	Edit the price/time data directly in the table.	Be sure the rates you specify are in compliance with pertinent regulations.
	Press **<ENTER>**	Advances cursor to the next field within the table while keeping each change.
	Press **<F4> ADD**	Adds additional price bands. *Figure 4-14.*
11	Press **<ESC>**	Keeps all changes made to table and returns to rate category menu. *Figure 4-13.*
12	Edit PTPT data for the other LATA types as necessary.	Repeat Steps 9 through 11 for Local, InterLATA, InterSTATE, Corridor, Canadian, Extended, and Miscellaneous Band Charges. *Figure 4-13.*

4.1.2: Editing R94 Ratecenter Files

13 Highlight the **INTERSTATE NPAs** category, then press **<ENTER>**

A multipage listing of all the NPAs within the NANP is displayed. The LATA type and price band assignment for each NPA is shown. *Figure 4-15.*

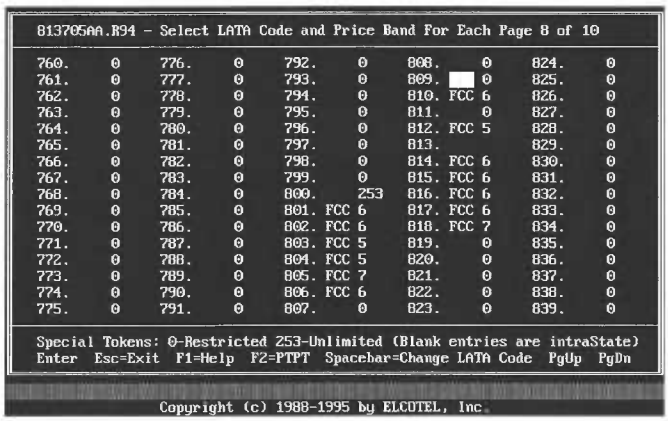

Figure 4-15

14 Edit the LATA type and/or price band assignments directly in the table.

Be sure the rates you specify are in compliance with pertinent regulations.

Press **<ENTER>** — Advances cursor to the next field within the table while keeping each change.

Press **<F2> PTPT** — The PTPT table is shown for reference. PTPT entries are not editable at this time.

Press **<SPACEBAR>** — Sequences through available LATA types.

Enter "**0**" — Makes the NPA Restricted.

Enter "**253**" — Makes the NPA Unlimited.

Figure 4-15.

15 Press **<ESC>**

Keeps all changes made to table and returns to rate category menu. *Figure 4-13.*

4.1.2: Editing R94 Ratecenter Files

16 Highlight the **INTRASTATE NPAS AND SPECIAL AREA PRICING** category, then press **<ENTER>**

A listing of all IntraSTATE NPAs pops-up. *Figure 4-16.*

Figure 4-16

17 Highlight the NPA you wish to edit, then press **<ENTER>**

A multipage listing of all exchanges within the selected NPA is displayed. The LATA type and price band assignment for each exchange is shown. *Figure 4-17.*

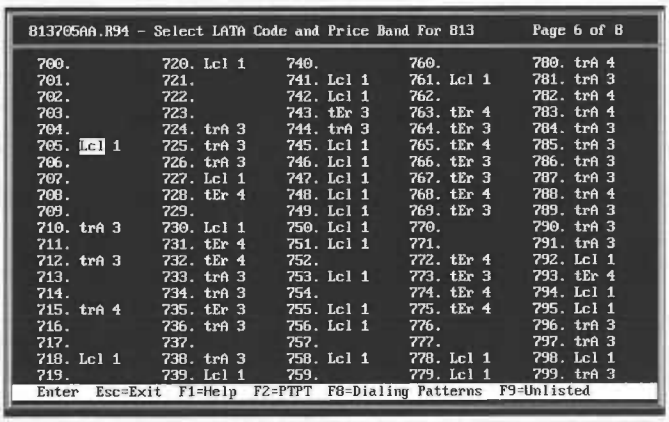

Figure 4-17

4.1.2: Editing R94 Ratecenter Files

18	Edit the LATA type and/or price band assignments directly in the table.	Be sure the rates you specify are in compliance with pertinent regulations.
	Press **<ENTER>**	Advances cursor to the next field within the table while keeping each change.
	Press **<F2> PTPT**	The PTPT table is shown for reference. PTPT entries are not editable at this time.
	Press **<SPACEBAR>**	Sequences through available LATA types. *Figure 4-17.*
19	Press **<ESC>**	Saves all changes made to table and returns to IntraSTATE NPA menu. *Figure 4-16.*
20	Press **<ESC>**	Keeps all changes made to table and returns to rate category menu. *Figure 4-13.*
21	Highlight the **SURCHARGES** category, then press **<ENTER>**	A **SURCHARGES** table is displayed. The surcharges shown are already in the Ratecenter file and can not be changed. *Figure 4-18.*

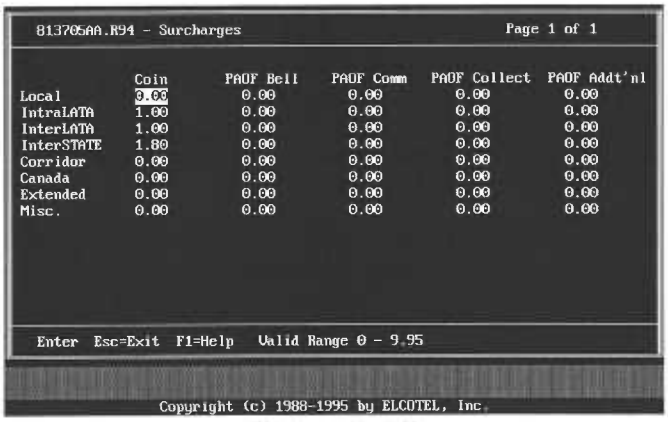

Figure 4-18

4.1.2: Editing R94 Ratecenter Files

22	Edit surcharges directly in the table.	Surcharges should be edited **only** when providing time-of-day discounts, to calculate the rate of the discounted period(s).
23	Press **<ESC>**	Keeps all changes made to table and returns to rate category menu. *Figure 4-13.*
24	Press **<ESC>**	The **SAVE AND RETURN** option menu pops-up. *Figure 4-19.*

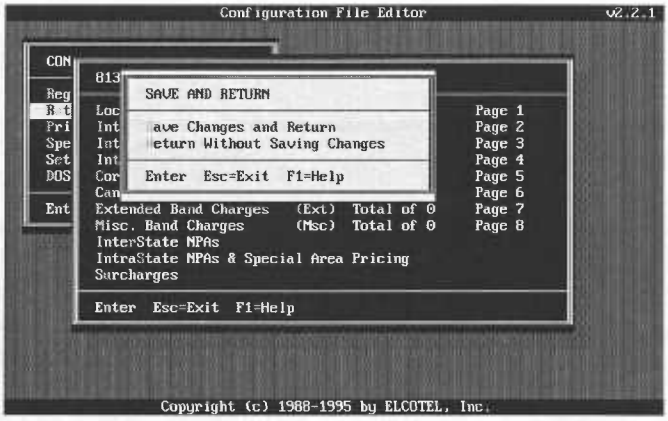

Figure 4-19

25	Select **SAVE CHANGES AND RETURN** —or— Select **RETURN WITHOUT SAVING CHANGES** —then— Press **<ENTER>**	Saves all changes made to the selected Ratecenter file —or — Discards all changes made to the Ratecenter file —then— Returns to the **CONFIGURATION FILE EDITOR** menu. *Figure 4-7.*
26	Press **<ESC>**	Returns to the **PHONE CONFIGURATION** menu. *Figure 4-6.*
27	Press **<ESC>**	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.3 Editing C94 Configuration Files (Registers and Options Files).

Elcotel payphones come from the factory already containing a permanently installed minimum configuration. This minimum configuration permits a newly installed phone to function prior to its initial download of Site Operational files (including the C94 Configuration file described in this section). The built-in configuration also permits the phone to work, although without special features, even in the unlikely event of memory loss as might result from a nearby lightning strike.

PNM includes a factory default C94 Configuration file for you to rename and edit to create customized files. Alternatively, you can use an existing C94 file that has already been customized and is similar to the one you now want. In either case, editing is done with the PNM Phone Configuration Editor as described below. Any of the available configuration files, including the factory default file, can be selected from a menu. Default files are named "DEF_5xx.C94," where 5xx identifies the specific model and version of the operating system software installed in the payphone.

The registers and options contained in each C94 Configuration file are grouped into the thirteen feature categories listed below.

- Configuration
- Telemetry
- Information and Special Call Pricing
- Time of Day Discounts
- 1+ IXC (Interexchange Carrier)
- 0+/- OSP (Operator Service Provider)
- Alarms
- Anti-Fraud and Answer Detect
- Service Desk and Voice Mail
- Call Types
- Macro Tables
- PAOF™ (Payphone Automated Operator Function)
- Miscellaneous

NOTE:
The following key combinations may be used to control PNM during the C94 Configuration file editing procedure:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Select a highlighted menu choice —or— Move highlight bar to next entry field	<ENTER>
Return to previous menu while keeping changes	<ESC>
See a pop-up context-sensitive help message	<F1>
Toggle the status (ON/OFF) of an option —or— Change the screen display mode of Configuration file menu to show file description, phone model, and the file creation date	<SPACEBAR>
Show the next page of registers and options	<PAGE DOWN>
Show the previous page of registers and options	<PAGE UP>
Skip directly to a specific register or option	<ALT>+<R>
Take a shortcut, where *x* is the specially highlighted character on the menu item	<*X*>

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

1	From the **PNM MAIN MENU**, select **<5> PHONE CONFIGURATION**. *Figure 4-1.*	The **PHONE CONFIGURATION** menu pops-up. *Figure 4-6.*
2	Select **1) PHONE CONFIGURATION EDITOR**.	The **CONFIGURATION FILE EDITOR** menu is displayed. *Figure 4-7.*

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

3 Highlight **REGISTERS AND OPTIONS** then press **<ENTER>**.

A listing of available Registers and Options files is shown. *Figure 4-20.*

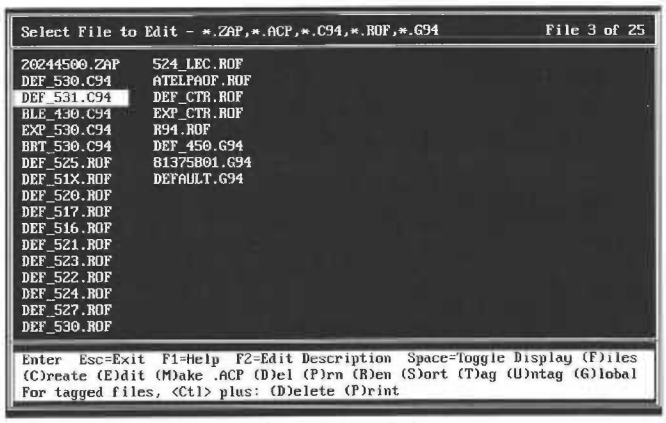

Figure 4-20

4 Highlight the C94 file you wish to use as the basis for a new Configuration file. *Figure 4-20.*

May be one of the Elcotel default files (DEF_531.C94, for example), or a previously-edited C94 file similar to the one you now want.

5 Press **<C>**.

The **CREATING FROM. . .** screen pops-up. *Figure 4-21.*

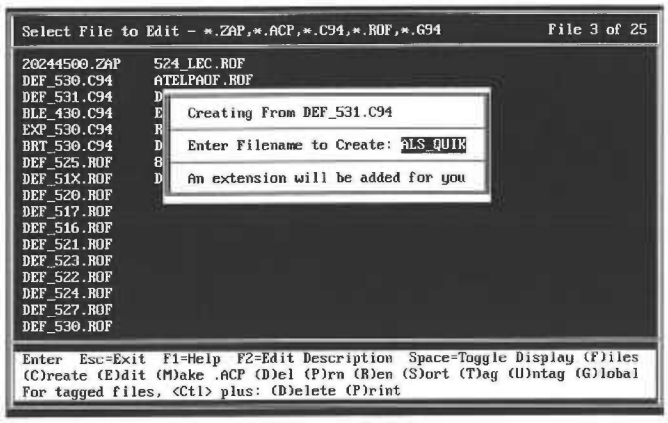

Figure 4-21

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

6 Enter a DOS-compatible filename without a filename extension, then press **<ENTER>**. *Figure 4-21.*

The **EDIT FILE DESCRIPTION. . .** screen pops-up. *Figure 4-22.*

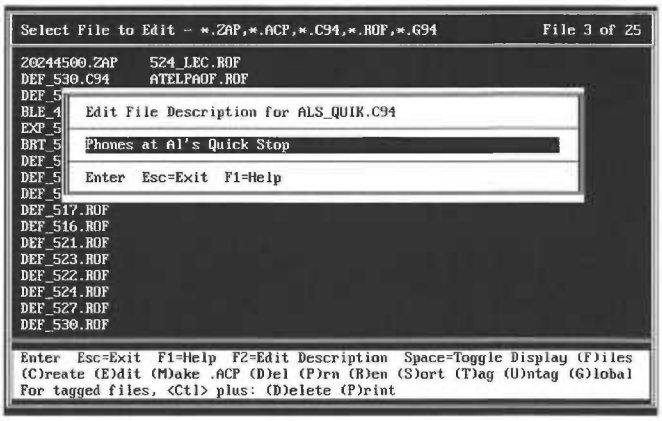

Figure 4-22

7 Optionally, enter an up to 58-character file description, then press **<ENTER>**.

Creates the new C94 file containing registers and options settings identical to the settings in the basis file. Returns to the Registers and Options file listing menu.

Press **<SPACEBAR>**

Figure 4-22.

"Toggles" the screen display mode to show description and file creation date/time and phone model. *Figure 4-20, Figure 4-23, Figure 4-24.*

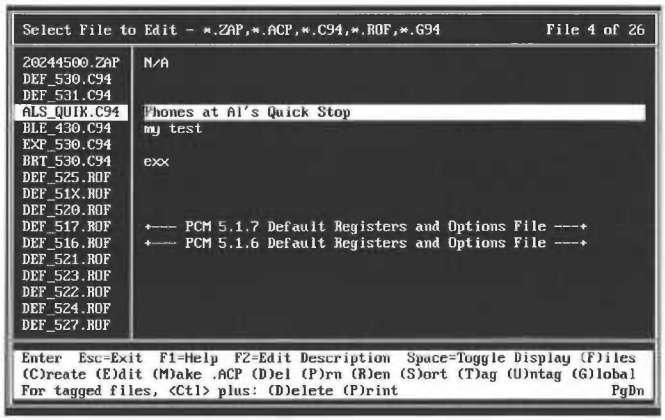

Figure 4-23

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

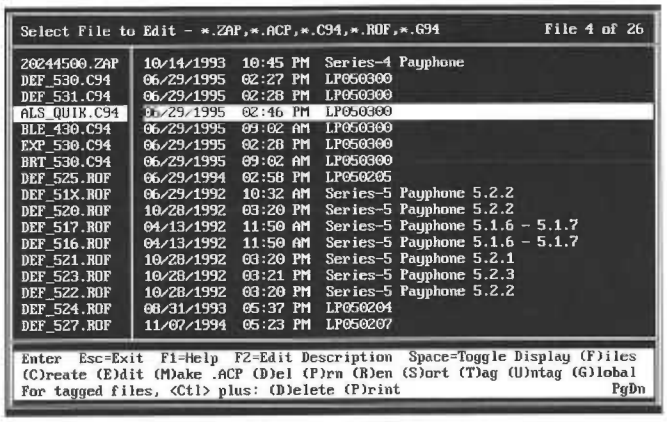

Figure 4-24

8 Highlight the newly created C94 file, then press **<ENTER>**.

Figure 4-23.

The **EDITING. . .** screen pops-up. *Figure 4-25.*

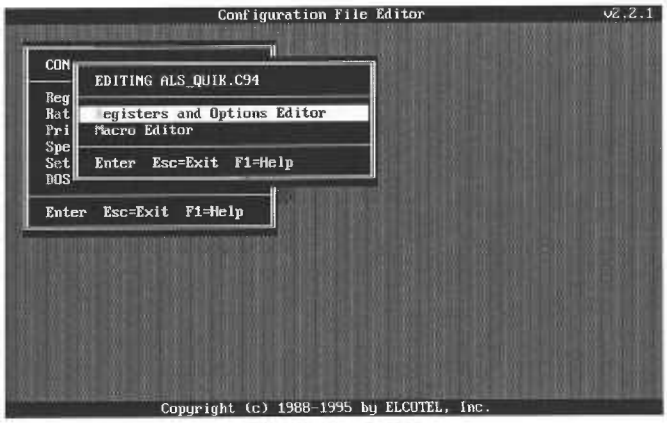

Figure 4-25

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

9 Highlight **REGISTERS AND OPTIONS EDITOR** then press **<ENTER>**. *Figure 4-25.*

A menu listing of the C94 feature categories pops-up. *Figure 4-26.*

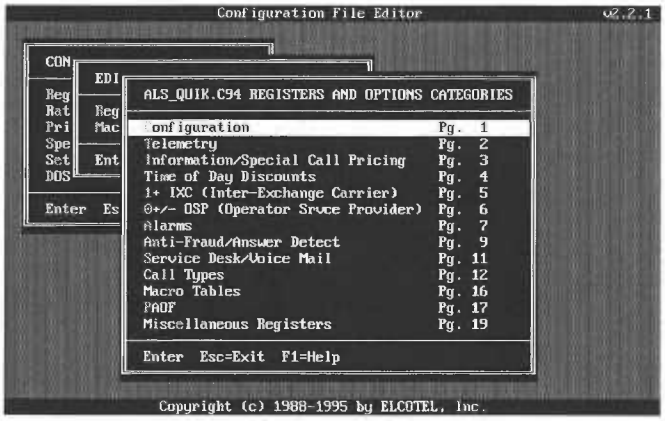

Figure 4-26

10 Highlight one of the feature categories (e.g., **CONFIGURATION**) you wish to edit, then press **<ENTER>**. *Figure 4-26.*

A list of features (registers and options), with current values, is displayed. *Figure 4-27.*

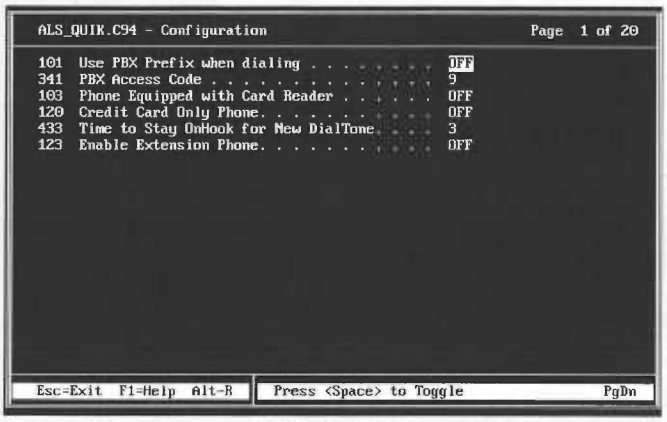

Figure 4-27

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

11	Edit the values as appropriate.	
	Press **<ENTER>**	Advances cursor to the next feature within the category while keeping each change.
	Press **<F1>.**	Help may be invoked for a detailed description of the selected feature.
12	Press **<ESC>**	Keeps all changes made to all the features and returns to category menu. *Figure 4-26.*

NOTE:
The range of values allowed for a particular register is shown in the status bar at the bottom of the screen.

13	Repeat Steps 10, 11, and 12 to edit other features as required.	
	Press **<F1>.**	Invokes help for a detailed description of the feature being edited

Figure 4-26.

NOTE:
Pressing **<ALT>+<R>** when working within any features list permits skipping directly to a specific feature regardless of category.

4.1.3: Editing C94 Configuration Files (Registers And Options Files)

14	Press **<ESC>**.	The **EDITING. . .** screen pops-up. *Figure 4-25.*
15	Press **<ESC>**.	The **SAVE AND RETURN** option menu pops-up. *Figure 4-28.*

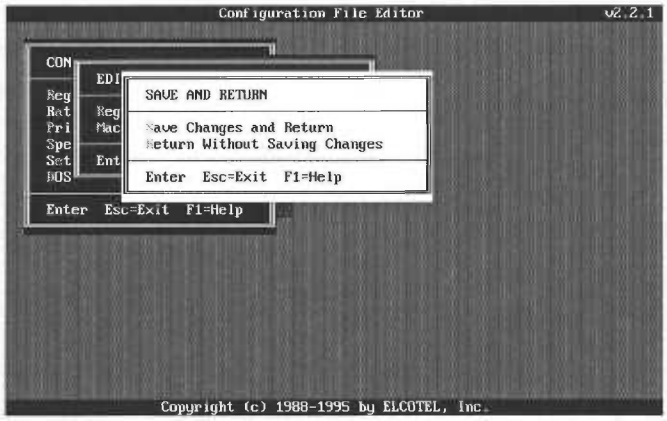

Figure 4-28

16	Select **SAVE CHANGES AND RETURN** —or— Select **RETURN WITHOUT SAVING CHANGES** —then— Press **<ENTER>** *Figure 4-28.*	Saves all changes made to the selected C94 file —or — Discards all changes made to the C94 file —then— Returns to the **CONFIGURATION FILE EDITOR** menu. *Figure 4-7.*
17	Press **<ESC>**.	Returns to the **PHONE CONFIGURATION** menu. *Figure 4-6.*
18	Press **<ESC>**.	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.4 Creating P94 Priority Parsing Files.

Priority parsing lets you designate up to fifty specific dialing patterns to which the user-dialed digit string is automatically compared. After the user completes dialing, the payphone checks to see if the digits match any pattern existing in the priority parsing table. This is done prior to other call processing. If a match is found, the phone performs the special operations you have defined for that pattern, such as altering outdialed digits, setting a special rate, using a different dialing macro, and/or using a new value for the call completion timer. Priority parsing can also be used to restrict certain calls, or make them "free."

The PNM includes a factory default P94 Priority Parsing file for you to copy, rename, and edit to create customized files. Alternatively, you can use an existing P94 file that has already been customized and is similar to the one you now want. In either case, editing is done with the PNM Phone Configuration Editor as described below. Any of the available priority parsing files, including the factory default file, can be selected from a menu. Default files are named "DEFAULT.P94."

NOTE:
Refer to the operation manual for the particular model payphone you have for a detailed discussion of priority parsing theory.

NOTE:
The following key combinations may be used to control PNM during priority parsing setup:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Move highlight bar to next entry field	**<Tab>**
Move highlight bar to previous entry field	**<Shift>+<Tab>**

NOTE:
The following key combinations may be used to control PNM during priority parsing setup:

To	Press Key(s)
Select a highlighted menu choice —or— Move highlight bar to next entry field	<ENTER>
Return to previous menu while keeping changes	<ESC>
See a pop-up context-sensitive help message	<F1>
Change the LATA Type selection —or— Change the screen display mode of the priority parsing file menu to show file description, phone model, and the file creation date	<SPACEBAR>
Show the next page of the priority parsing table	<PAGE DOWN>
Show the previous page of the priority parsing table	<PAGE UP>
Take a shortcut, where *x* is the specially highlighted character on the menu item	<*X*>

4.1.4: Setting-Up P94 Priority Parsing Files

1	From the **PNM MAIN MENU**, select **<5> PHONE CONFIGURATION**. *Figure 4-1.*	The **PHONE CONFIGURATION** menu pops-up. *Figure 4-6.*
2	Select **1) PHONE CONFIGURATION EDITOR**.	The **CONFIGURATION FILE EDITOR** menu is displayed. *Figure 4-7.*

4.1.4: Setting-Up P94 Priority Parsing Files

3	Highlight **PRIORITY PARSING**, then press **<ENTER>**.	A listing of available priority parsing files is shown. *Figure 4-29.*

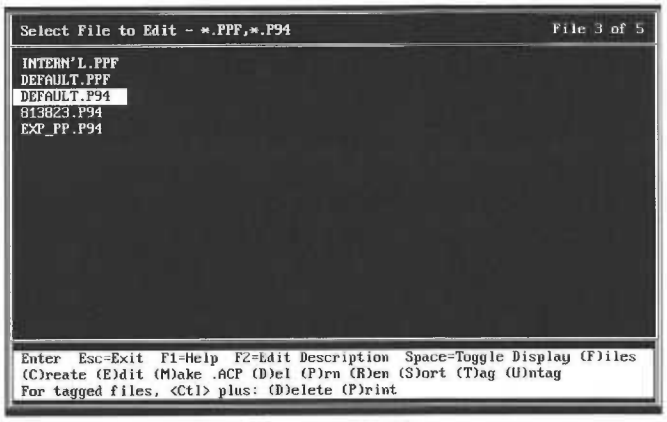

Figure 4-29

4	Highlight the P94 file you wish to use as the basis for a new priority parsing file. *Figure 4-29.*	Can be the Elcotel default file (DEFAULT.P94), or a previously-edited P94 file similar to the one you now want.
5	Press **<C>**	The **CREATING FROM. . .** screen pops-up. *Figure 4-30.*

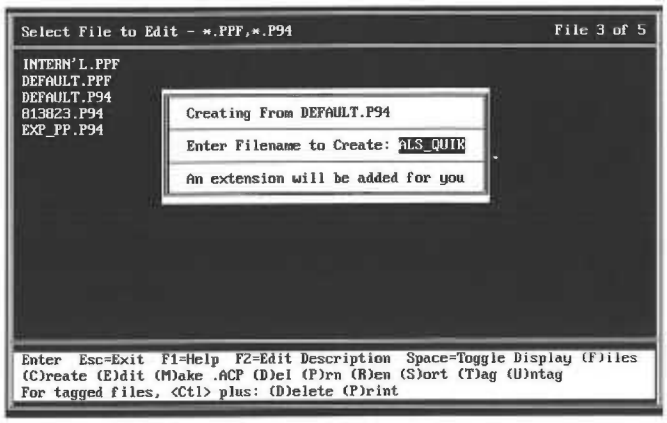

Figure 4-30

4.1.4: Setting-Up P94 Priority Parsing Files

6 Enter a DOS-compatible filename without a filename extension, then press **<ENTER>**. *Figure 4-30.*

The **EDIT FILE DESCRIPTION. . .** screen pops-up. *Figure 4-31.*

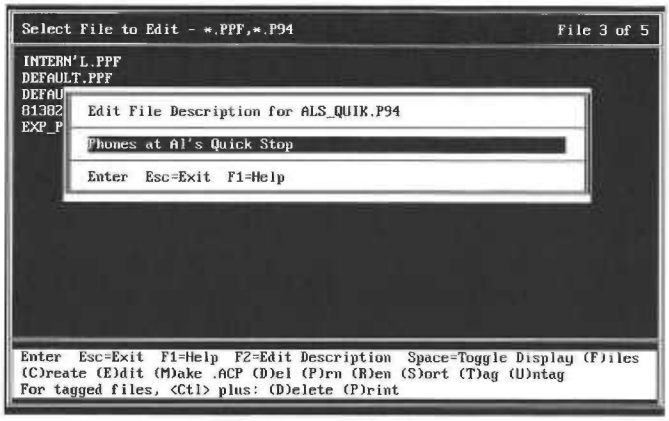

Figure 4-31

7 Optionally, enter an up to 58-character file description.

Press **<ENTER>**.

Creates the new P94 file containing a parsing table identical to the table in the basis file (in this case an empty table, because the default table is empty). Returns to the Priority Parsing file listing menu.

Press **<SPACEBAR>**

"Toggles" the screen display mode to show description and file creation date/time and phone model. *Figure 4-29, Figure 4-32, Figure 4-33.*

Figure 4-31.

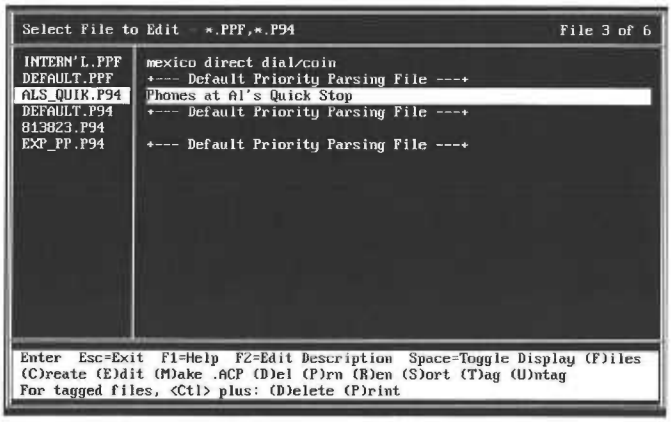

Figure 4-32

4.1.4: Setting-Up P94 Priority Parsing Files

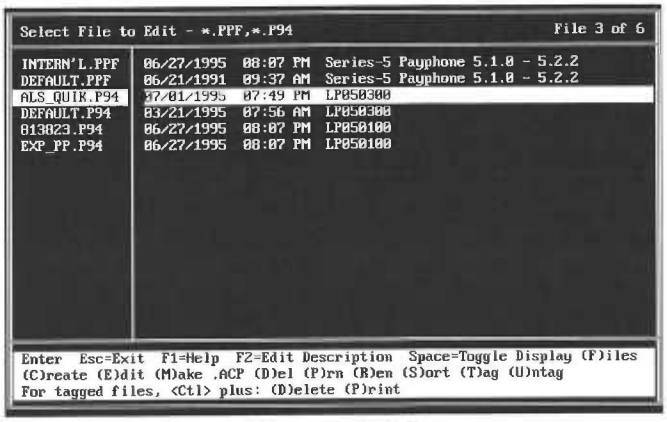

Figure 4-33

8 Highlight the newly created P94 file, then press **<ENTER>**.

A multipage **PRIORITY PARSING** table is displayed. *Figure 4-34.*

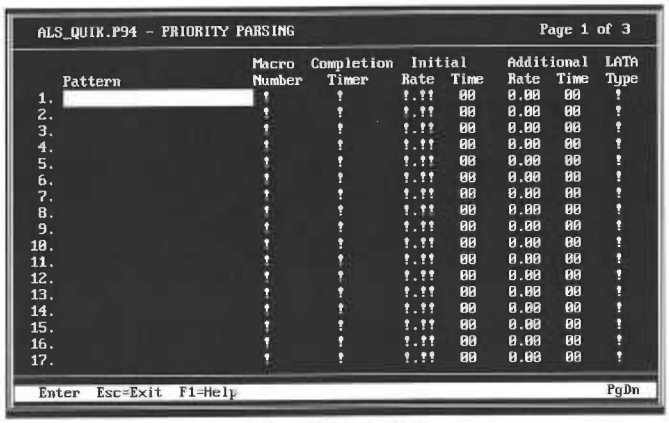

Figure 4-34

9 Type the digit pattern to be parsed in the **PATTERN** field

"0" through "9"	User-dialed digits.

4.1.4: Setting-Up P94 Priority Parsing Files

"@" A "global" character meaning the home NPA, or no NPA. Can only be used as a first or second character in the string.

"$" The long distance dialing prefix "1," or no dialing prefix. Can only be used as the first character.

"?" The "global" character to specify any single digit.

"*" The "global" character to specify any string of up to ten digits. Only one "*" allowed per pattern. *Figure 4-35.*

Figure 4-35.

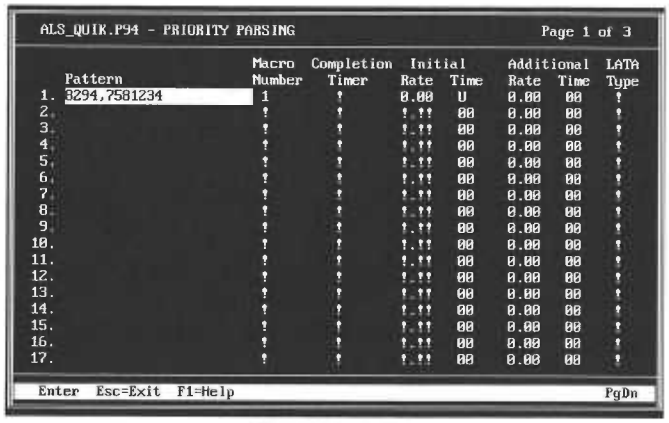

Figure 4-35

10 Type the digit pattern to be dialed out, if required, in the **PATTERN** field. Use a "," to separate the user-dialed digit string from the string to be outdialed.

"," Use to separate user-dialed pattern from pattern phone will dial out.

"0" through "9" Digits to be outdialed, if needed. *Figure 4-35.*

Figure 4-35.

11 Press **<TAB>** Advances highlight to **MACRO NUMBER** field. *Figure 4-35.*

4.1.4: Setting-Up P94 Priority Parsing Files

12	Type a dialing macro, if needed.	A dialing macro is a set of commands used to control the way the payphone manages the call. Refer to the documentation for the particular model payphone you have for complete details.
	"!"	A "global" meaning to use the macro that would be normally applied by the phone.
	"0" through "255"	The number of the dialing macro. A variety of macros are built into the payphone. Up to six custom macros can also be defined when the phone is configured.
	Figure 4-35.	*Figure 4-35.*
13	Press **<TAB>**	Advances highlight to **COMPLETION TIMER** field. *Figure 4-35.*
14	Type a value, in seconds, for the call completion timer, if needed.	The call completion timer sets the amount of time to elapse after the payphone detects an answer until the phone considers the call to have gone through and thus, billable. Refer to the documentation for the particular model payphone you have for complete details.
	"!"	A "global" meaning to use the value that would be normally applied by the phone.
	"0" through "255"	The duration in seconds.
	Figure 4-35.	*Figure 4-35.*
15	Press **<TAB>**	Advances highlight to **INITIAL RATE** field.

4.1.4: Setting-Up P94 Priority Parsing Files

16 Type a value, in $0.05 increments, for the price of the initial period, if needed.

Be sure the rate you specify is in compliance with pertinent regulations.

There may be a limitation on the maximum initial rate you may specify, depending on the payphone model. Refer to the documentation for the particular model payphone you have for complete details.

"!.!!" A "global" meaning to use the value that would be normally applied by the phone.

"0.00" through "9.95" Price for initial period.

Figure 4-35.

Figure 4-35.

NOTE:
If the initial rate is set to "!.!!," then remaining PTPT fields are ineffective.

17 Press **<TAB>**

Advances highlight to **INITIAL TIME** field. *Figure 4-35, Figure 4-36.*

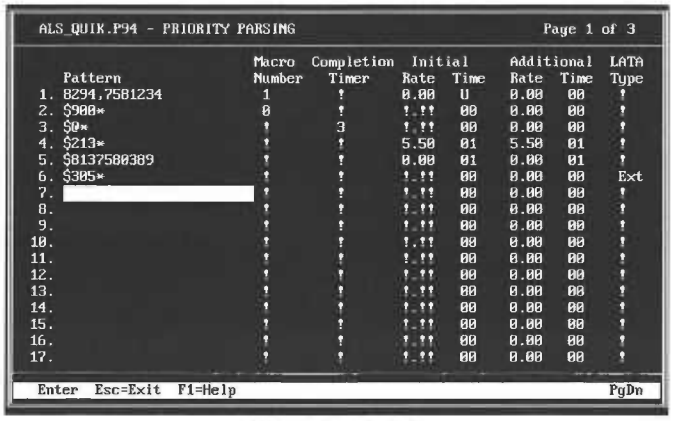

Figure 4-36

4.1.4: Setting-Up P94 Priority Parsing Files

18	Type a value, in seconds, for the length of the initial period. "0" through "97" "98" or "U" "99" or "R" *Figure 4-35, Figure 4-36.*	 The duration in seconds. Unlimited time. Makes the call restricted. *Figure 4-35, Figure 4-36.*

NOTE:
If the initial time is set to "U," then the additional rate and additional time fields are ineffective.

If the initial time is set to "R," then the call is restricted and all other fields are ineffective.

19	Press **<TAB>**	Advances highlight to **ADDITIONAL RATE** field.
20	Type a value, in $0.05 increments, for the price of the additional period, if needed. "0.00" through "9.95" *Figure 4-35, Figure 4-36.*	Be sure the rate you specify is in compliance with pertinent regulations. Refer to the documentation for the particular model payphone you have for complete details. Price for additional period. *Figure 4-35, Figure 4-36.*
21	Press **<TAB>**	Advances highlight to **ADDITIONAL TIME** field. *Figure 4-35, Figure 4-36.*

4.1.4: Setting-Up P94 Priority Parsing Files

22	Type a value, in seconds, for the length of the additional period.	
	"0" through "97"	The duration in seconds.
	"98" or "U"	Unlimited time.
	"99" or "R"	Makes the call restricted.
	Figure 4-35, Figure 4-36.	*Figure 4-35, Figure 4-36.*

NOTE:
If the additional time is set to "R," then the call is restricted and all other fields are ineffective.

23	Press **<TAB>**	Advances highlight to **LATA TYPE** field. *Figure 4-35, Figure 4-36.*
24	Press **<SPACEBAR>**	Sequences through LATA types. If used, the call will be priced from the rate tables according to the highest price band of the selected LATA type.
	"!"	A "global" meaning to use the value that would be normally applied by the phone. *Figure 4-35, Figure 4-36.*
25	Press **<TAB>**	Advances highlight to **PATTERN** field of the next priority parsing entry. *Figure 4-35, Figure 4-36.*
26	Enter additional dialing patterns to be handled by priority parsing, as needed. *Figure 4-36.*	Repeat Steps 9 through 25 for each additional pattern to be parsed. *Figure 4-36.*

4.1.4: Setting-Up P94 Priority Parsing Files

27	Press **<ESC>**	The **SAVE AND RETURN** option menu pops-up. *Figure 4-37.*

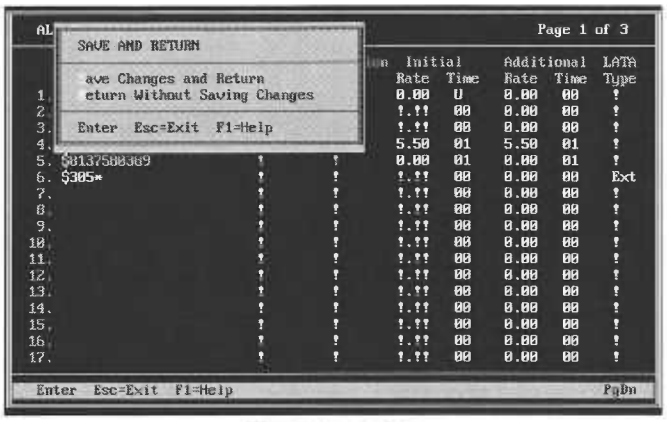

Figure 4-37

28	Select **SAVE CHANGES AND RETURN** —or— Select **RETURN WITHOUT SAVING CHANGES** —then— Press **<ENTER>** *Figure 4-37.*	Saves all changes made to the selected P94 file —or — Discards all changes made to the P94 file —then— Returns to the **CONFIGURATION FILE EDITOR** menu. *Figure 4-7.*
29	Press **<ESC>**	Returns to the **PHONE CONFIGURATION** menu. *Figure 4-6.*
30	Press **<ESC>**	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.5 Creating S94 Speed Dial Files.

The speed dial feature lets you set up a list of as many as fifty phone numbers, each having a unique three-digit identifier. When the user enters a valid identifier, the phone will dial out the corresponding phone number. Speed dial numbers can be furnished with or without charge, depending on the purpose of the service provided. Speed dial number identifiers consist of the "star" (*) symbol, followed by the two-digit speed dial number (20 through 69).

The PNM includes a factory default S94 Speed Dial file for you to copy, rename, and edit to create customized files. Alternatively, you can use an existing S94 file that has already been customized and is similar to the one you now want. In either case, editing is done with the PNM Phone Configuration Editor as described below. Any of the available speed dial files, including the factory default file, can be selected from a menu. Default files are named "DEFAULT.S94."

NOTE:
Refer to the operation manual for the particular model payphone you have for a detailed discussion of the speed dial feature.

NOTE:
The following key combinations may be used to control PNM during speed dial setup:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Move highlight bar to next entry field	**<Tab>**
Move highlight bar to previous entry field	**<Shift>+<Tab>**
Select a highlighted menu choice —or— Move highlight bar to next entry field	**<ENTER>**
Return to previous menu while keeping changes	**<ESC>**
See a pop-up context-sensitive help message	**<F1>**

NOTE:
The following key combinations may be used to control PNM during speed dial setup:

To	Press Key(s)
Change the LATA Type selection —or— Change the screen display mode of the speed dial file menu to show file description, phone model, and the file creation date	**<SPACEBAR>**
Show the next page of the speed dial list	**<PAGE DOWN>**
Show the previous page of the speed dial list	**<PAGE UP>**
Take a shortcut, where *x* is the specially highlighted character on the menu item	***<X>***

4.1.5: Setting-Up S94 Speed Dial Files

1	From the **PNM MAIN MENU**, select **<5> PHONE CONFIGURATION**. *Figure 4-1.*	The **PHONE CONFIGURATION** menu pops-up. *Figure 4-6.*
2	Select **1) PHONE CONFIGURATION EDITOR**.	The **CONFIGURATION FILE EDITOR** menu is displayed. *Figure 4-7.*
3	Highlight **SPEED DIALS**, then press **<ENTER>**.	A listing of available speed dial files is shown. *Figure 4-38.*

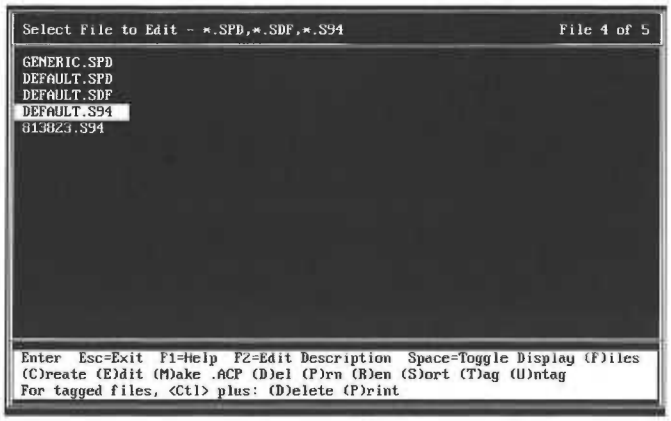

Figure 4-38

4.1.5: Setting-Up S94 Speed Dial Files

4	Highlight the S94 file you wish to use as the basis for a new speed dial file. *Figure 4-38.*	May be the Elcotel default file (DEFAULT.S94), or a previously-edited S94 file similar to the one you now want.
5	Press **<C>**.	The **CREATING FROM. . .** screen pops-up. *Figure 4-39.*

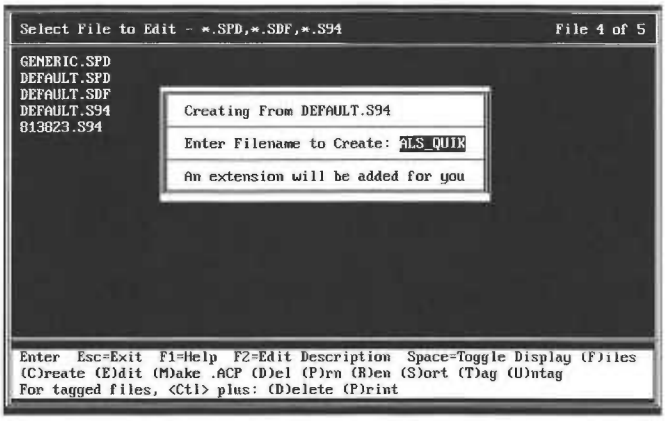

Figure 4-39

6	Enter a DOS-compatible filename without a filename extension, then press **<ENTER>**. *Figure 4-39.*	The **EDIT FILE DESCRIPTION. . .** screen pops-up. *Figure 4-40.*

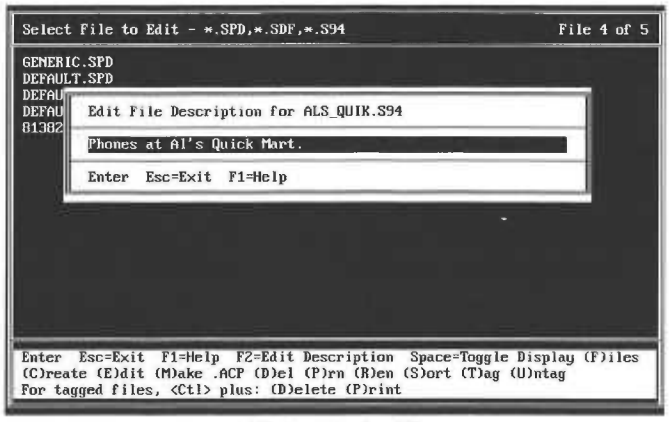

Figure 4-40

4.1.5: Setting-Up S94 Speed Dial Files

7 Optionally, enter an up to 58-character file description.

Press **<ENTER>**. Creates the new S94 file containing a speed dial list identical to the list in the basis file (in this case an empty list, because the default list is empty). Returns to the speed dial file listing menu.

Press **<SPACEBAR>** "Toggles" the screen display mode to show description and file creation date/time and phone model. *Figure 4-38, Figure 4-41, Figure 4-42.*

Figure 4-40

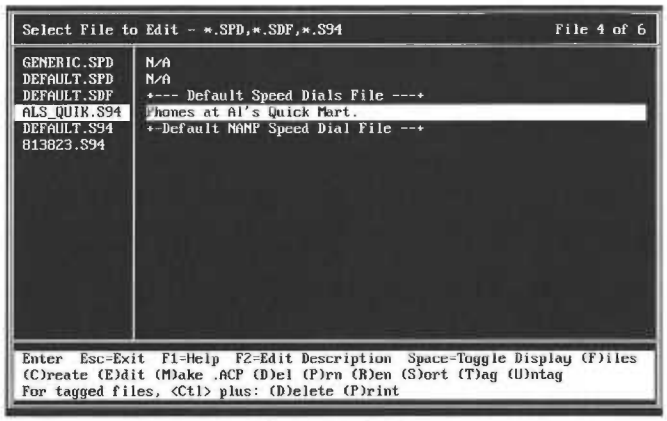

Figure 4-41

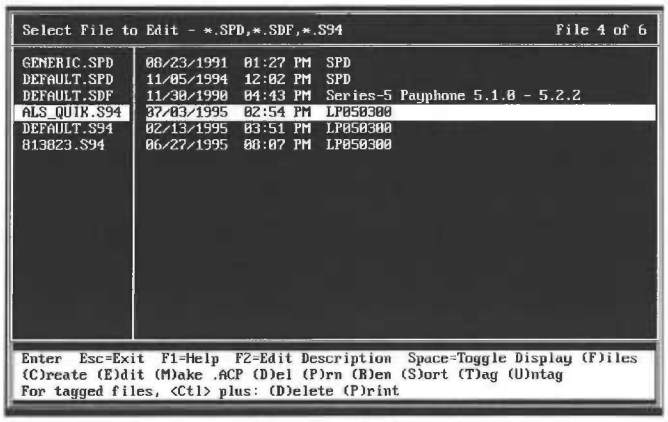

Figure 4-42

4.1.5: Setting-Up S94 Speed Dial Files

8 Highlight the newly created S94 file, then press **<ENTER>**.

A multipage **SPEED DIAL** list is displayed. *Figure 4-43.*

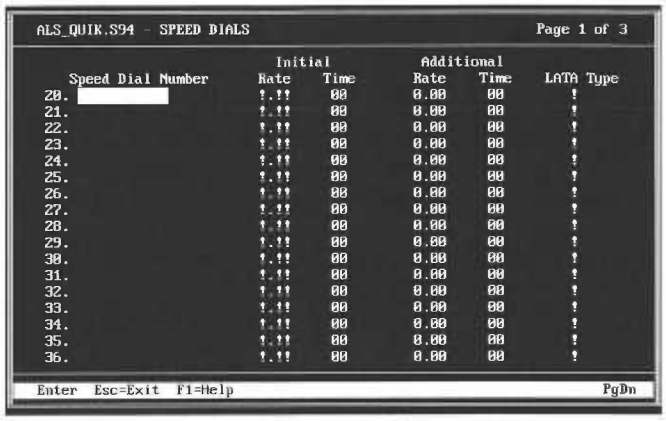

Figure 4-43

9 Type the phone number to be dialed in the **SPEED DIAL NUMBER** field

"0" through "9" Number to be dialed by phone. *Figure 4-44.*

Figure 4-44.

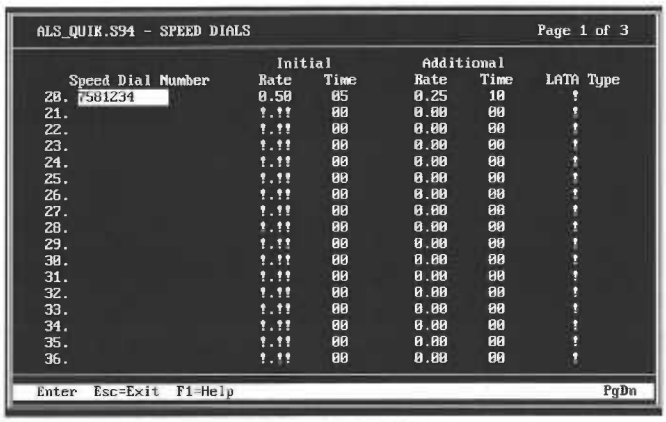

Figure 4-44

4.1.5: Setting-Up S94 Speed Dial Files

10	Press **<TAB>**	Advances highlight to **INITIAL RATE** field. *Figure 4-44.*
11	Type a value, in $0.05 increments, for the price of the initial period, if needed.	Be sure the rate you specify is in compliance with pertinent regulations. There may be a limitation on the maximum initial rate you may specify, depending on the payphone model. Refer to the documentation for the particular model payphone you have for complete details.
	"!.!!"	A "global" meaning to use the value that would be normally applied by the phone.
	"0.00" through "9.95"	Price for initial period.
	Figure 4-44.	*Figure 4-44.*

NOTE:
If the initial rate is set to "!.!!," then the remaining PTPT fields are ineffective.

12	Press **<TAB>**	Advances highlight to **INITIAL TIME** field. *Figure 4-44.*
13	Type a value, in seconds, for the length of the initial period.	
	"0" through "97"	The duration in seconds.
	"98" or "U"	Unlimited time.
	"99" or "R"	Makes the call restricted.
	Figure 4-44.	*Figure 4-44.*

4.1.5: Setting-Up S94 Speed Dial Files

NOTE:
If the initial time is set to "U," then the additional rate and additional time fields are ineffective.

If the initial time is set to "R," then the call is restricted and all other fields are ineffective.

14	Press **<TAB>**	Advances highlight to **ADDITIONAL RATE** field. *Figure 4-44.*
15	Type a value, in $0.05 increments, for the price of the additional period, if needed.	Be sure the rate you specify is in compliance with pertinent regulations. Refer to the documentation for the particular model payphone you have for complete details.
	"0.00" through "9.95"	Price for additional period.
	Figure 4-44.	*Figure 4-44.*
16	Press **<TAB>**	Advances highlight to **ADDITIONAL TIME** field. *Figure 4-44.*
17	Type a value, in seconds, for the length of the additional period.	
	"0" through "97"	The duration in seconds.
	"98" or "U"	Unlimited time.
	"99" or "R"	Makes the call restricted.
	Figure 4-44.	*Figure 4-44.*

NOTE:
If the additional time is set to "R," then the call is restricted and all other fields are ineffective.

4.1.5: Setting-Up S94 Speed Dial Files

18	Press **<TAB>**	Advances highlight to **LATA TYPE** field. *Figure 4-44.*
19	Press **<SPACEBAR>**	Sequences through LATA types. If used, the call will be priced from the rate tables according to the highest price band of the selected LATA type.
	"!"	A "global" meaning to use the value that would be normally applied by the phone. *Figure 4-44.*
20	Press **<TAB>**	Advances highlight to **SPEED DIAL NUMBER** field of the next speed dial entry. *Figure 4-45.*

ALS_QUIK.S94 - SPEED DIALS — Page 1 of 3

	Speed Dial Number	Initial Rate	Initial Time	Additional Rate	Additional Time	LATA Type
20.	7581234	0.50	05	0.25	05	!
21.	7554321	0.00	U	0.00	00	!
22.	18138235920	1.25	03	0.75	03	!
23.	19042514458	!.!!	00	0.00	00	trA
24.		!.!!	00	0.00	00	!
25.		!.!!	00	0.00	00	!
26.		!.!!	00	0.00	00	!
27.		!.!!	00	0.00	00	!
28.		!.!!	00	0.00	00	!
29.		!.!!	00	0.00	00	!
30.		!.!!	00	0.00	00	!
31.		!.!!	00	0.00	00	!
32.		!.!!	00	0.00	00	!
33.		!.!!	00	0.00	00	!
34.		!.!!	00	0.00	00	!
35.		!.!!	00	0.00	00	!
36.		!.!!	00	0.00	00	!

Enter Esc=Exit F1=Help PgDn

Figure 4-45

21	Enter additional phone numbers to be speed dialed, as needed. *Figure 4-45.*	Repeat Steps 9 through 19 for each additional speed dial number. *Figure 4-45.*

4.1.5: Setting-Up S94 Speed Dial Files

22	Press **<ESC>**	The **SAVE AND RETURN** option menu pops-up. *Figure 4-46.*

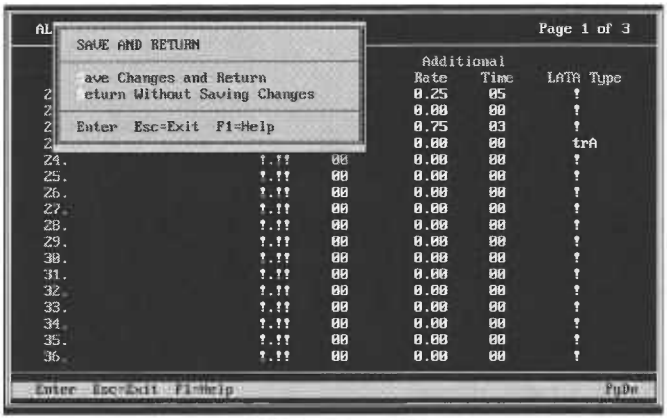

Figure 4-46

23	Select **SAVE CHANGES AND RETURN** —or— Select **RETURN WITHOUT SAVING CHANGES** —then— Press **<ENTER>** *Figure 4-46.*	Saves all changes made to the selected S94 file —or — Discards all changes made to the S94 file —then— Returns to the **CONFIGURATION FILE EDITOR** menu. *Figure 4-7.*
24	Press **<ESC>**	Returns to the **PHONE CONFIGURATION** menu. *Figure 4-7.*
25	Press **<ESC>**	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.6 Creating Payphone Master Records.

Each payphone must have a master record in the PNM database. The PNM database can hold the master records for up to 4,000 phones. A master record consists of a number of data fields which identify the phone and provide links to critical data and operating files. Some of this information is unique to the phone (the ANI, for example), while other information can be shared with other phones (such as the IXC authorization code).

The PNM database has a simple menu-driven operator interface that is closely coupled to the PNM communications program. This allows the operator to set up a new phone (or edit the records of an existing phone) in the database then, without leaving the database environment, establish a modem link with the phone to download operational files and issue commands.

NOTE:
The following key combinations may be used to control PNM when setting up a phone master record:

To	Press Key(s)
Move highlight bar through menu choices —or— Skip to the next or previous data field in a record without making an entry	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Select a highlighted menu choice —or— Enter the information typed into a data field	<ENTER>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Display the *x* menu or perform the *x* function shown on the function key menu line	<F*x*>
Invoke the *n* sub-menu with a single keystroke	<*n*>

4.1.6: Creating Phone Master Records

1 From the **PNM MAIN MENU**, select
<1>
COMMUNICATIONS/DATABASE.
Figure 4-1.

The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*

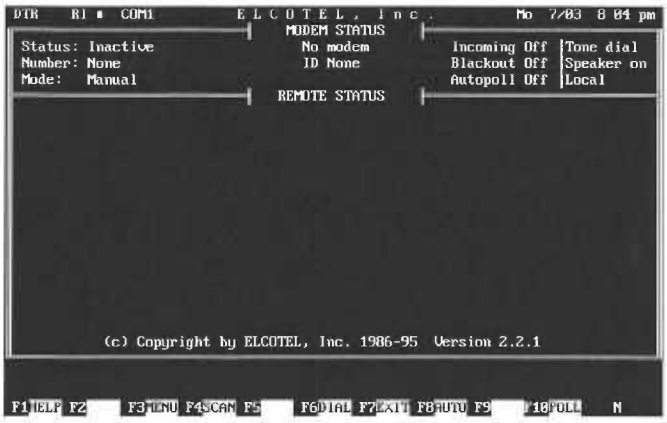

Figure 4-47

2 Select **<F3> MENU.**

Figure 4-47.

The **MAIN MENU OPTION MENU** is shown. *Figure 4-48.*

Figure 4-48

4.1.6: Creating Phone Master Records

3 Select **3) DATABASE.**

The **DATABASE OPTION MENU** is displayed. *Figure 4-49.*

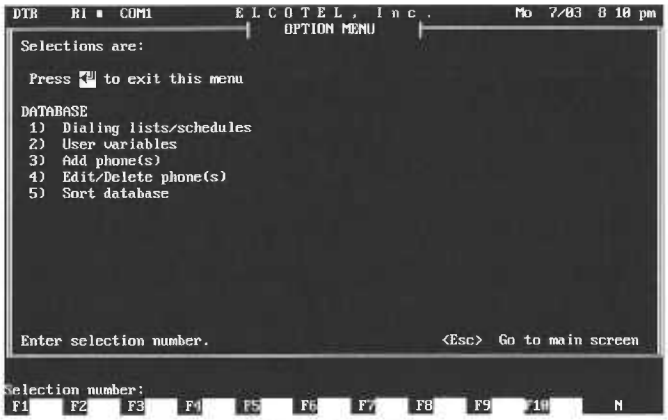

Figure 4-49

4 Select **3) ADD PHONES.**

Figure 4-49.

The phone **MODEL NUMBER** selection menu pops-up. *Figure 4-50.*

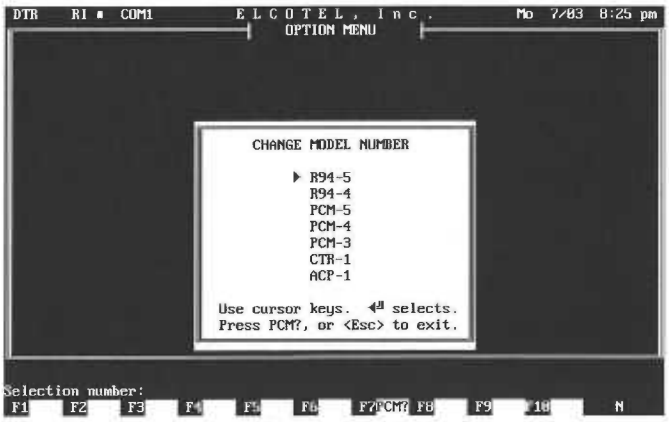

Figure 4-50

4.1.6: Creating Phone Master Records

5 Select **R94-5**.

R94-5 is the correct choice for current Series 5 and Olympian 5501 payphones (phone operating software version 5.3.0 and higher).

<↑> or <↓>

Positions the cursor to select the phone model.

Press **<ENTER>**.

Displays an empty phone master record entry form screen. *Figure 4-51.*

Figure 4-50.

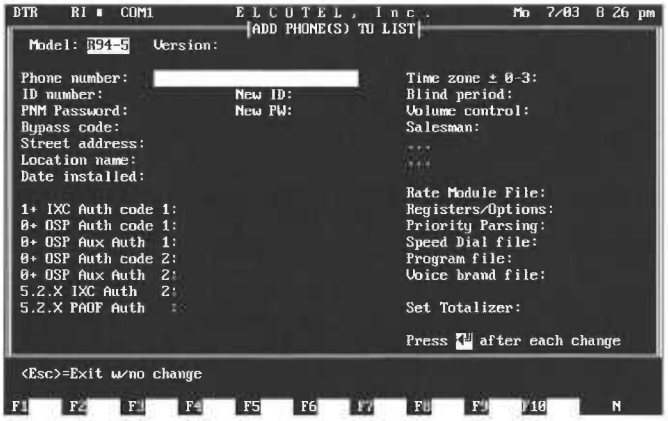

Figure 4-51

6 Type the information required in each field of the master record.

It is not necessary to complete all data fields in the master record. You may not have a need for all (or any) of the IXC and OSP authorization codes, for example.

- **PHONE NUMBER** — The Phone's ANI.
- **ID NUMBER** — A unique four-digit identification number. The phone's line number is frequently used.
- **PNM PASSWORD** — Alphanumeric digit string used by PNM to access the phone's programming mode.
- **BYPASS CODE** — An 8-digit code used to enter voice telemetry.
- **BLIND PERIOD** — The time in seconds for the phone to delay listening for "progress tones" or voice response. The "0" default is generally correct.
- **VOLUME CONTROL** — Adjusts the phone's handset volume on a scale of 0 through 3. The "2" default is correct for Series 5/5501 phones.

4.1.6: Creating Phone Master Records

- **SET TOTALIZER**

- The totalizer records the amount (in dollars) collected through the coin box since the phone was installed, reset, or defaulted. **SET TOTALIZER** provides a way to re-enter a prior amount to maintain a correct total starting when the phone was first installed.

Assign site operational files (Rate Module, Registers/Options, Priority Parsing, Speed Dial, and Program) according to the procedure in Section 5.1.7, beginning at Step 4.

Press <↑> or <↓> — Skips over field without making an entry.

Select **<F9> SAVE.** — Saves all entries and adds record to PNM database. Returns to **MODEL NUMBER** pop-up menu, ready to add another new record.

Figure 4-52.

Figure 4-50.

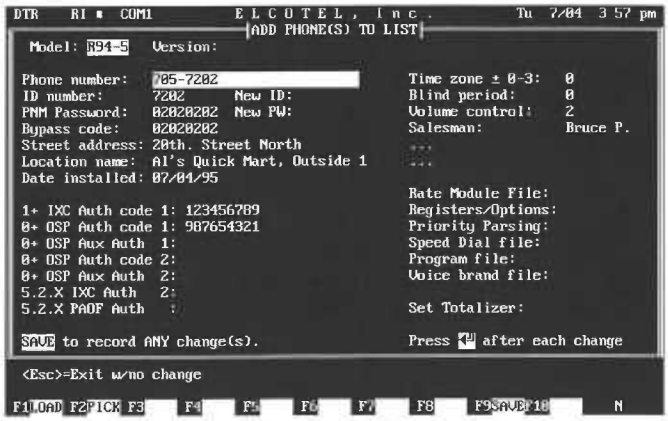

Figure 4-52

4.1.6: Creating Phone Master Records

NOTE:
At minimum, the Phone Number and ID Number fields must be entered to create a valid master record.

7	Create additional phone master records, as needed. *Figure 4-51, Figure 4-52.*	Repeat Steps 5 and 6 for each additional record. *Figure 4-51, Figure 4-52.*
8	Press **<ESC>**.	Displays an empty phone master record entry form screen. *Figure 4-51.*
9	Press **<ESC>**.	Displays the PNM database **SCAN MASTER LIST**. This is the menu list of all phone records in the database.
	Press **<PAGE DOWN>** or **<PAGE UP>**	Shows next or previous page of multipage lists.
	Press **<↑>** or **<↓>**	Moves highlight bar through phone records.
	Press **<ENTER>**	Opens selected phone record for viewing or editing.
	Press **<ESC>**	Returns to **SCAN MASTER LIST**. *Figure 4-53.*

4.1.6: Creating Phone Master Records

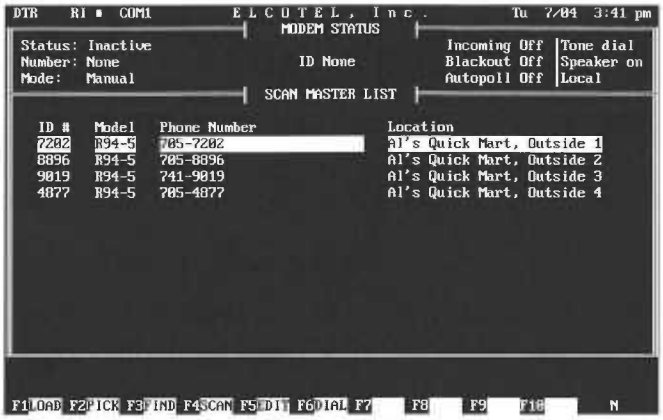

Figure 4-53

10	Press **<ESC>**.	Returns to the **COMMUNICATIONS** screen. *Figure 4-47.*
11	Select **<F7> EXIT**.	Returns to the **PNM MAIN MENU**.
	Figure 4-47.	*Figure 4-1.*

End Of Procedure

4.1.7 Assigning Site Operational Files.

Each payphone requires a set of configuration data be installed before it is properly operational. These data are sent to the phone (downloaded) from PNM after the phone has been physically installed at its site. The data are downloaded in the form of a group of site operational files consisting of:

- The operating system program file (filename extension V94),
- a ratecenter file (filename extension R94),
- a configuration registers/options file (filename extension C94),
- a priority parsing file (filename extension P94), and
- a speed dial file (filename extension S94).

NOTE:
Priority parsing (P94) and speed dial (S94) files are optional. It is recommended, however, that a P94 and an S94 file be downloaded, even if only the factory default files, to ensure you have known data in these areas.

The procedure for downloading site operational files involves assignment of specific files to each phone's master record. When modem communication is established, PNM will transfer the configuration files that have been assigned to the phone.

The phone operating system program file (V94), as well as factory default versions of the configuration (C94), priority parsing (P94), and speed dial (S94) files, are supplied by Elcotel with PNM. You must obtain a ratecenter file (R94) specifically for each phone based on its geographic location. Procedures for obtaining and editing site operational files are presented in Sections 4.1.1 through 4.1.6, above. See also the documentation for your particular model phone.

NOTE:
The following key combinations may be used to control PNM when setting up a phone master record:

To	Press Key(s)
Move highlight bar through menu choices —or— Skip to the next or previous data field in a record without making an entry	<↑> or <↓>
Move cursor left or right within highlighted field	<←> or <→>
Select a highlighted menu choice —or— Enter the information typed into a data field	<ENTER>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Display the *x* menu or perform the *x* function shown on the function key menu line	<F*x*>
Invoke the *n* sub-menu with a single keystroke	<*n*>

4.1.7: Assigning Site Operational Files

1	From the **PNM MAIN MENU**, select <1> **COMMUNICATIONS/DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select <F4> **SCAN**. *Figure 4-47.*	Displays the PNM database **SCAN MASTER LIST**. *Figure 4-53.*

4.1.7: Assigning Site Operational Files

3 Highlight the record of the phone for which you have prepared site operational files, then press **<ENTER>**.

Figure 4-53.

Opens the selected phone master record. *Figure 4-54.*

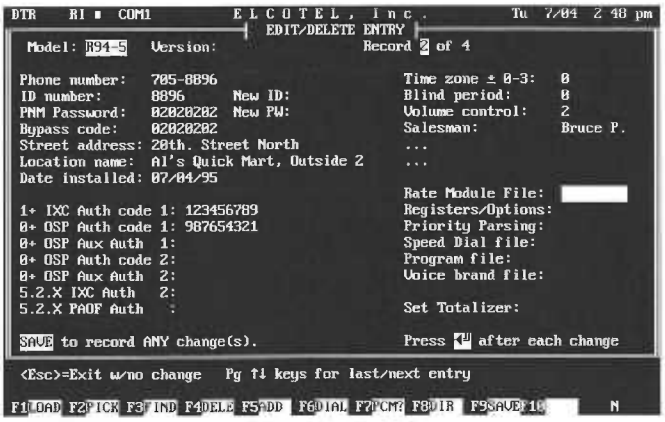

Figure 4-54

4 Highlight the **RATE MODULE FILE** field.

Press **<↑>** or **<↓>**

Skips over fields without changing existing entries until highlight is at desired field. *Figure 4-54.*

Figure 4-54.

5 Select **<F8> DIR(ECTORY)**.

Figure 4-54.

Displays the PNM **RATING MODULE DIRECTORY** pop-up menu. *Figure 4-55.*

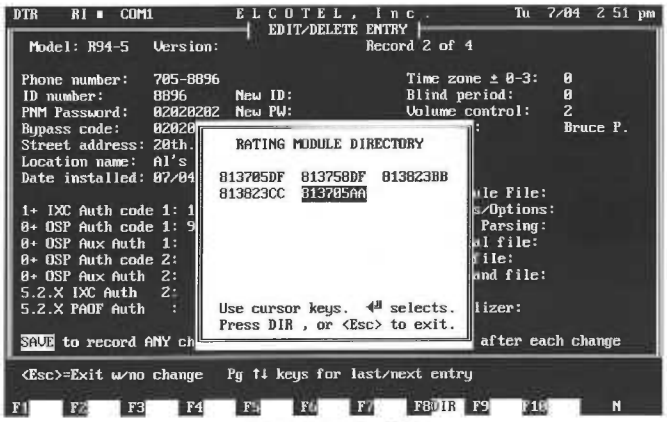

Figure 4-55

4.1.7: Assigning Site Operational Files

6 Highlight the ratecenter file you obtained and edited according to Sections 4.1.1 and 4.1.2,

Be sure this is the correct ratecenter file for the phone's geographic location.

Press <↑>, <↓>, <←>, or <→>

Moves selection bar within directory menu.

then press **<ENTER>**.

Assigns selected ratecenter file to the phone master record. Returns to phone master record screen. Advances highlight bar to **REGISTERS/OPTIONS** field.

Figure 4-55.

Figure 4-56.

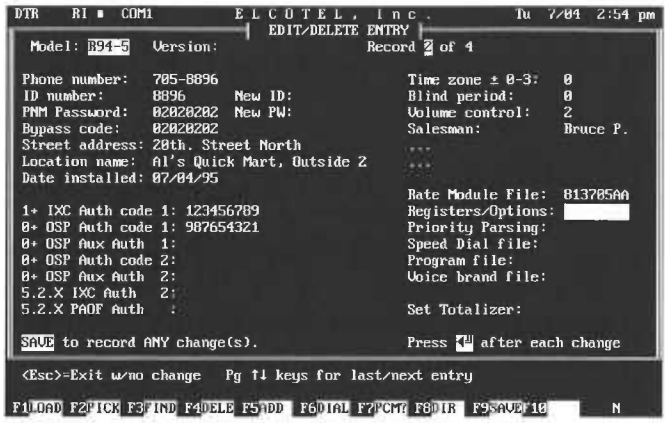

Figure 4-56

7 In like fashion, assign **REGISTERS/OPTIONS** (also called C94 Configuration files), **PRIORITY PARSING** (P94), **SPEED DIAL** (S94), and **PROGRAM** (V94) files to the phone master record.

Repeat Steps 5 and 6 for each of the other site operational files.

See Sections 4.1.3 through 4.1.5 for file editing procedures. *Figure 4-57.*

Figure 4-57.

4.1.7: Assigning Site Operational Files

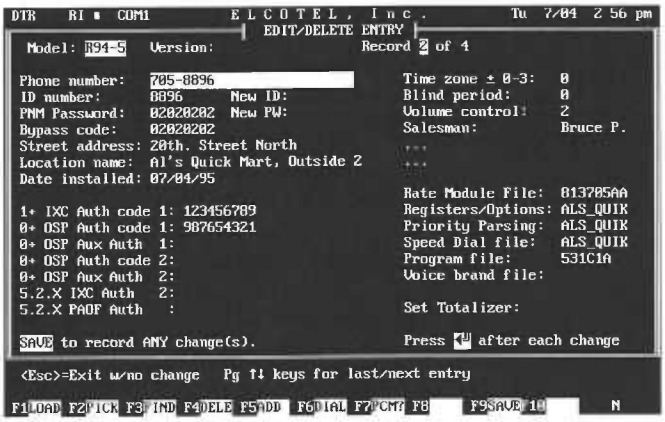

Figure 4-57

8	Select **<F9> SAVE.** *Figure 4-57.*	Saves all entries. Returns to **PHONE NUMBER** field of record. *Figure 4-57.*

NOTE:

VOICE BRAND FILE and **SET TOTALIZER** fields are not used during this procedure.

9	Press **<ESC>**. *Figure 4-57.*	Returns to the Scan Master List. *Figure 4-53.*
10	Assign site operational files to other phones, as needed.	Repeat Steps 3 through 9 for each additional phone.

4.1.7: Assigning Site Operational Files

11	Press **<ESC>**.	Returns to the **COMMUNICATIONS** screen. *Figure 4-47.*
12	Select **<F7> EXIT**. *Figure 4-47.*	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.1.8 Downloading.

After assigning the phone's site operational files to its master record in the PNM database, and assuming the phone is properly installed and functioning at its site, an initial download must be performed. The initial download is done to install rates and to establish the phone's operating characteristics.

Files are downloaded "manually," that is, they are selected and transmitted to the phone by the operator during a modem communications session. The downloading operation is accomplished from within the PNM database master record.

NOTE:
See the documentation for your particular model phone for instructions on preparing the phone for downloading.

NOTE:
The following key combinations may be used to control PNM during a download:

To	Press Key(s)
Move cursor through menu choices	<↑> or <↓>
Select a highlighted menu choice	<ENTER>
Return to previous menu	<ESC>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Display the *x* menu or perform the *x* function shown on the function key menu line	<F*x*>

NOTE:
The following key combinations may be used to control PNM during a download:

To	Press Key(s)
Invoke the *n* sub-menu with a single keystroke	**<*n*>**
Show the next page of **THE DATA/REGISTER SELECTION** menu —or— Scroll the **SCAN MASTER LIST**	**<PAGE DOWN>**
Show the previous page of **THE DATA/REGISTER SELECTION** menu —or— Scroll the **SCAN MASTER LIST**	**<PAGE UP>**

4.1.8: Downloading

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F4> SCAN**. *Figure 4-47.*	Displays the PNM database **SCAN MASTER LIST**. *Figure 4-53.*
3	Highlight the record of the phone to be downloaded, then press **<ENTER>**. *Figure 4-53.*	Opens the selected phone master record. *Figure 4-57.*
4	Select **<F6> DIAL.**. *Figure 4-57.*	PNM dials the selected phone to establish modem communications. Returns the **COMMUNICATION** screen. The **STATUS** field, located in the **MODEM STATUS** window, reports on the progress of the connection. Shows "**CONNECT,**" "**SUCCESSFUL,**" and "**ON LINE**" messages when successfully connected.

4.1.8: Downloading

Displays alarms and counters status in the **REMOTE STATUS** window.

<F3> STOP Interrupts communications activity and terminates the call. *Figure 4-58.*

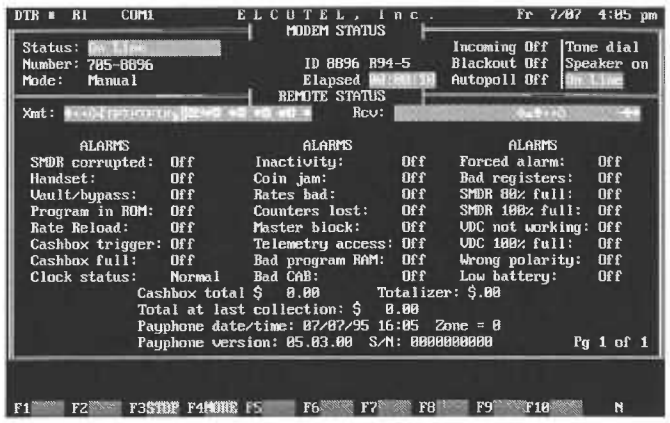

Figure 4-58

5 Select **<F4> MORE** Invokes the **DATA/REGISTER SELECTION** pop-up menu of phone data that can be uploaded, and files and commands that can be downloaded, while on-line.

Figure 4-58. *Figure 4-59.*

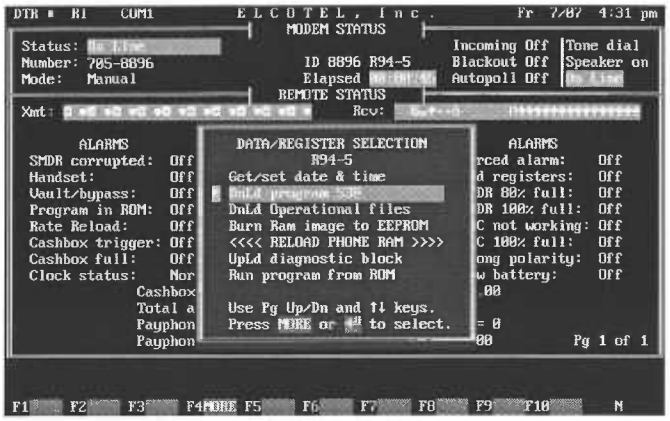

Figure 4-59

4.1.8: Downloading

NOTE:
Step 6, below, should be performed only if downloading program software *newer* than currently exists in the phone's EPROM. For example, if you received a V94 program upgrade file after you got the phone.

6	Select **DNLD PROGRAM (NAME)**	Chooses file to be downloaded.
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>**	Selects and downloads the highlighted item, showing the status message **"DOWNLOADING FILE"** during the transfer. Reports **"FILE TRANSFER OK"** after successful transfer, then returns to **DATA/REGISTER SELECTION** menu.
	Figure 4-59.	*Figure 4-60.*

Figure 4-60

4.1.8: Downloading

NOTE:
Program file downloads take approximately seven minutes to complete.

7	Select **DNLD OPERATIONAL FILES**	Chooses file to be downloaded.
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>**	Selects and downloads the highlighted item, showing the status message **"DOWNLOADING FILE"** during the transfer. Returns to **DATA/REGISTER SELECTION** menu after the transfer.
	Figure 4-61.	*Figure 4-61, Figure 4-60.*

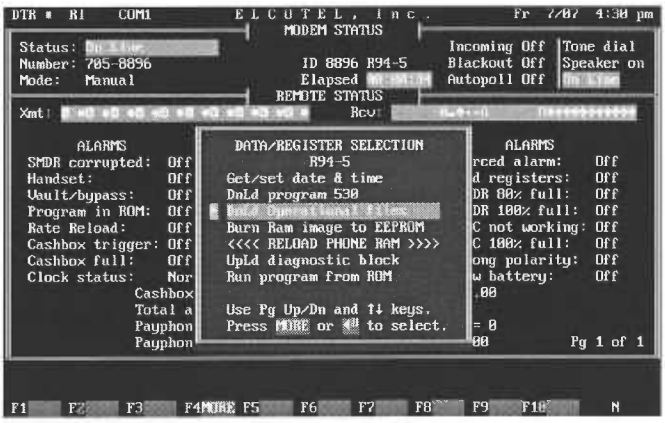

Figure 4-61

8	Select **BURN RAM IMAGE TO EEPROM**	Chooses command to copy newly downloaded files from phone's volatile memory (RAM) into its nonvolatile memory (EEPROM).
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>.**	Executes the command, showing the status message

4.1.8: Downloading

Figure 4-62.

"BURNING EEPROM" during the burn. Reports **"BURN SUCCESSFUL"** upon successful burn, then returns to **DATA/REGISTER SELECTION** menu. *Figure 4-62.*

Figure 4-62

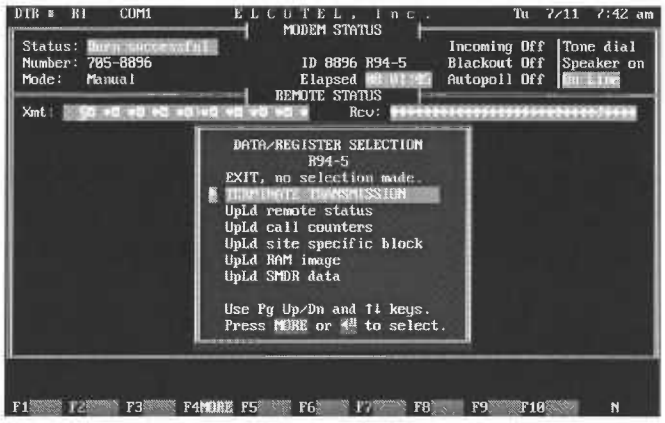

Figure 4-63

4.1.8: Downloading

9	Select **TERMINATE TRANSMISSION**	Chooses command to terminate communications session and hang-up.
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>**.	Terminates the modem session and hangs-up PNM. Returns to the **COMMUNICATIONS** screen.
	Figure 4-63.	*Figure 4-47.*
10	Download additional phones, as necessary.	Repeat Steps 2 through 9 for each additional phone to be downloaded.
11	Select **<F7> EXIT**.	Returns to the **PNM MAIN MENU**.
	Figure 4-47.	*Figure 4-1.*

End Of Procedure

4.1.9 Assigning Phones to Dialing Lists (Optional).

After the payphone is downloaded and functioning properly at its site, you may assign it to one or more dialing lists. Dialing lists help manage payphone routes by providing a means to organize phones into logical groups. Dialing lists enable you to "poll" these groups of phones to accomplish a variety of tasks, such as uploading call records (SMDR) and downloading new ratecenter files. Polling phones by dialing list may be initiated either manually by the PNM operator, or by PNM (unattended) according to a pre-set schedule.

This procedure relates to assignment of newly configured phones to pre-existing dialing lists. Refer to Section 4.2, Setting Up Polling Features, for procedures helpful in creating new dialing lists.

Upon assignment to a dialing list, the phone will be subject to the tasks (if any) which have been set up for that list. Tasks "by dialing list" affect all phones on that list.

NOTE:
See the documentation for your particular model phone for further information.

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move highlight bar through menu choices	<↑> or <↓>
Move **PICK DIALING LISTS** menu left or right	<←> or <→>
Select a highlighted menu choice	**<ENTER>**
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	**<F1>**

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Display the *x* menu or perform the *x* function shown on the function key menu line	**<F*x*>**
Invoke the *n* sub-menu with a single keystroke	**<*n*>**
Return to previous menu	**<ESC>**
Scroll the **SCAN MASTER LIST** upward	**<PAGE DOWN>**
Scroll the **SCAN MASTER LIST** downward	**<PAGE UP>**

4.1.9: Adding Phones To Dialing Lists

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F4> SCAN**. *Figure 4-47.*	Displays PNM database **SCAN MASTER LIST**. *Figure 4-53.*
3	Highlight the record of the phone to be added to dialing list(s). *Figure 4-53.*	
4	Select **<F2> PICK**. *Figure 4-53.*	The **PICK DIALING LISTS** menu pops-up. Shows a list of dialing lists to which the selected phone can be added. Dialing list(s) shown here are for Series 5 payphones. Additional dialing lists may exist in PNM if earlier model phones are also in use. These other lists will not be visible for use in assigning a Series 5 phone.

4.1.9: Adding Phones To Dialing Lists

Figure 4-64.

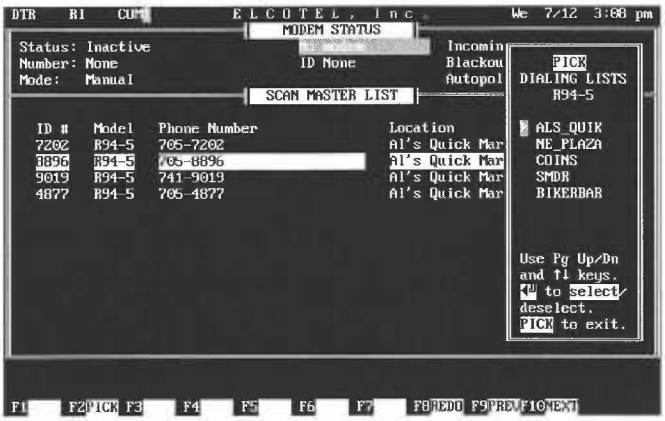

Figure 4-64

5 Select one or more dialing list(s).

Press **<↑> OR <↓>** Moves cursor to highlight a dialing list.

Press **<ENTER>** Adds or deletes phone to/from the selected dialing list. *Figure 4-65.*

Figure 4-65.

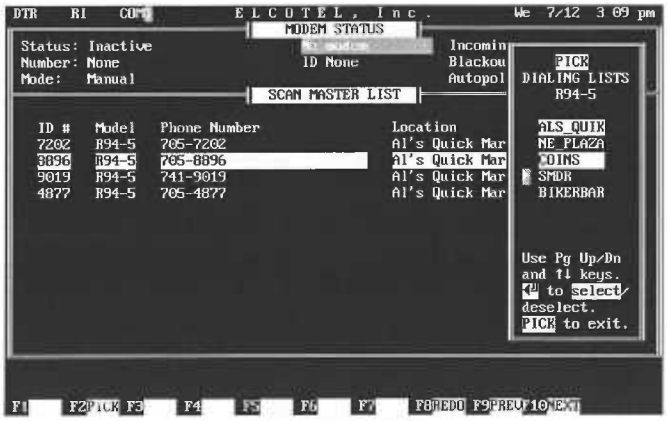

Figure 4-65

4.1.9: Adding Phones To Dialing Lists

6	Add additional phones to dialing lists, as necessary.	Repeat Step 5 for each additional phone to be added to dialing list(s).
	Press **<F10> NEXT**	Advances to next phone record.
	Press **<F9> PREV**	Goes to previous phone record.
7	Select **<F2> PICK**.	Saves dialing list selections, returns to **SCAN MASTER LIST**.
	Figure 4-65.	*Figure 4-53.*
8	Press **<ESC>**.	Returns to the **COMMUNICATIONS** screen.
	Figure 4-53.	*Figure 4-47.*
9	Select **<F7> EXIT**.	Returns to **PNM MAIN MENU**.
	Figure 4-47.	*Figure 4-1.*

End Of Procedure

4.2 Setting Up Polling Features.

4.2.1 Dialing Lists.

A dialing list is made up of one or more payphones which are called, or "polled," sequentially by PNM when the list is activated. Dialing lists make managing a payphone route easier by automatically executing a series of predefined tasks, such as sending configuration files to and retrieving call records from, each phone on the list. The tasks are determined by one or more operator-configured load lists as discussed in Section 4.2.2, below.

NOTE:
Assigning phones to dialing lists is covered in Section 4.1.9.

PNM has a maximum capacity of fifteen dialing lists. Dialing lists can be set up for a variety of purposes; polling a certain group of phones on a specific day to download new configuration files, or uploading call counters daily from several newly installed phones to evaluate site activity, are two examples.

A dialing list can be initiated either by PNM according to a pre-set schedule, or by the operator at any time. This permits routine phone maintenance tasks, such as uploading SMDR, to be timed for minimal interference with customer activity, early morning hours or weekends for example, without need for an operator to be present. The operator always has the option of activating a dialing list when necessary to perform special maintenance or data retrieval.

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move cursor through menu choices —or— Select next/previous dialing list	<↑> or <↓>
Positions cursor at next/previous dialing list entry field	<←> or <→>
Select a highlighted menu choice	<ENTER>
Return to the previous display screen	<ESC>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Display the *x* menu or perform the *x* function shown on the function key menu line	<F*x*>
Invoke the *n* sub-menu with a single keystroke	<*n*>

4.2.1: Creating Dialing Lists

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE.** *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F3> MENU.** *Figure 4-47.*	The **MAIN MENU OPTION MENU** is shown. *Figure 4-48.*
3	Select **3) DATABASE.** *Figure 4-48.*	The **DATABASE OPTION MENU** is shown. *Figure 4-49.*

4.2.1: Creating Dialing Lists

4	Select **1) DIALING LISTS/ SCHEDULES.** *Figure 4-49.*	The **DIALING LISTS/SCHEDULES OPTION MENU** is shown. *Figure 4-66.*

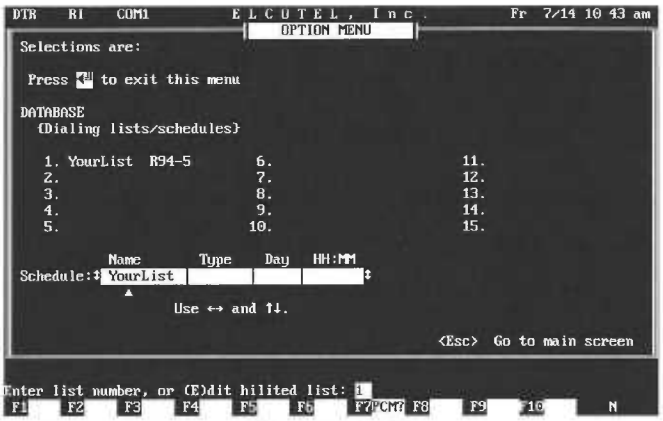

Figure 4-66

NOTE:
The factory default dialing list named "YourList," model R94-5, may be renamed if desired. Subsequent selection of a phone model using the **<F7> PCM?** key will not allow the R94-5 model number. For Series 5 phones, use the PCM-5 designation.

5	Type "1," then press **<ENTER>.** *Figure 4-66.*	Selects dialing list 1. *Figure 4-66.*

4.2.1: Creating Dialing Lists

6 Enter a new name for the dialing list you are creating, then press **<ENTER>**.

Figure 4-67.

Renames dialing list 1.

Dialing list names are limited to a maximum of eight characters in length.
Figure 4-68.

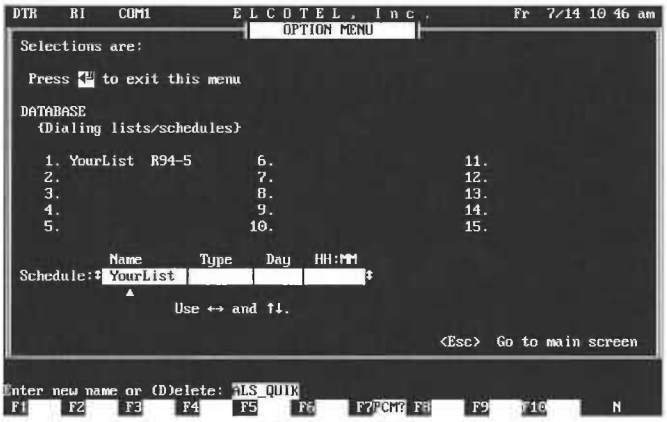

Figure 4-67

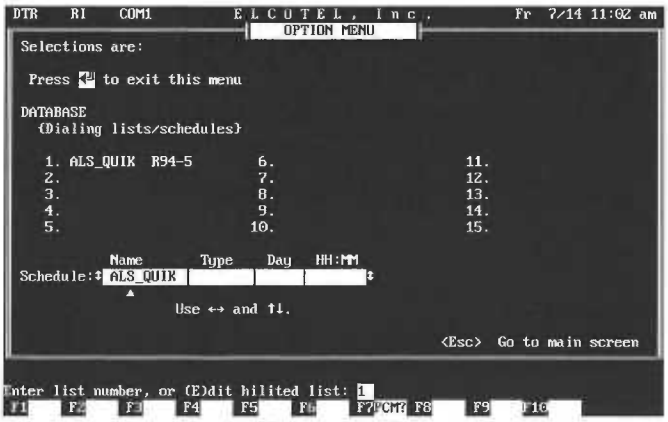

Figure 4-68

7 Type "1," then press **<ENTER>**.

Selects dialing list 1.

4.2.1: Creating Dialing Lists

8 Select **<F7> PCM?**, then press **<ENTER>**.

Figure 4-68.

The Change Model Number menu pops-up.

Figure 4-69.

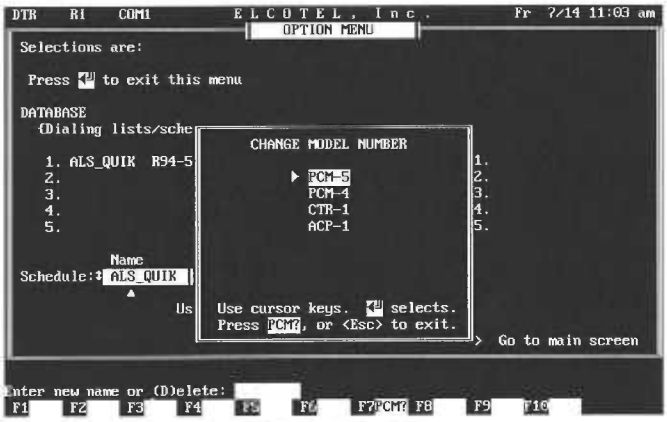

Figure 4-69

9 Select **PCM-5**.

Chooses the correct phone model number for a Series 5 payphone.

Press **<↑> OR <↓>**

Moves cursor to highlight phone model number.

Press **<ENTER>**

Changes the model number. Returns to **DIALING LISTS/ SCHEDULES OPTION MENU.**

Figure 4-69.

Figure 4-70.

4.2.1: Creating Dialing Lists

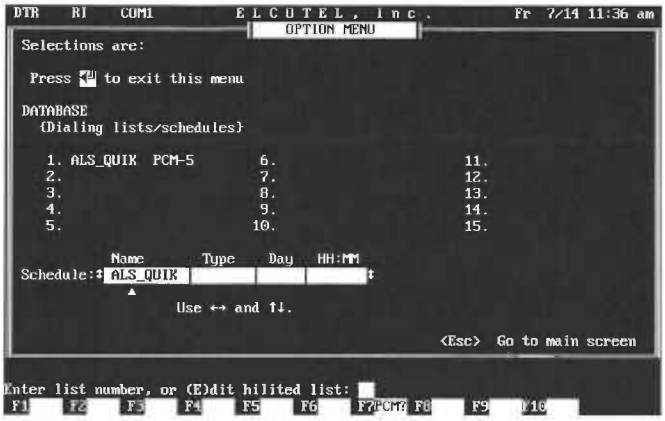

Figure 4-70

10	Create additional dialing lists, as necessary. *Figure 4-71.*	Repeat Steps 5 through 9, using an different dialing list number, for each additional dialing list. *Figure 4-71.*

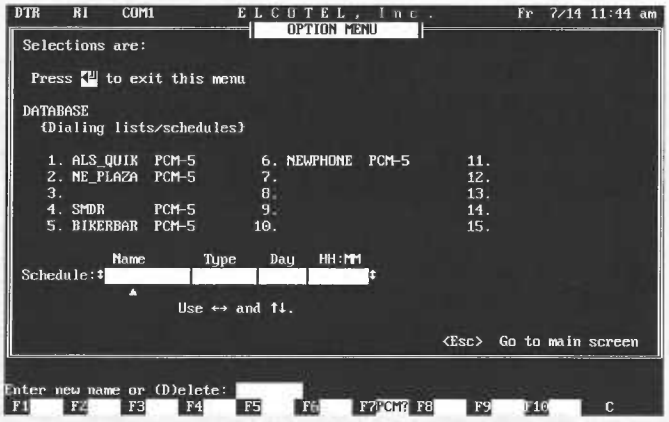

Figure 4-71

11	Press **<ENTER>**. *Figure 4-70.*	Returns to the **COMMUNICATIONS** screen. *Figure 4-47.*

4.2.1: Creating Dialing Lists

12.	Select **<F7> EXIT.** *Figure 4-47.*	Returns to the **PNM MAIN MENU.** *Figure 4-1.*

End Of Procedure

4.2.2 Auto Polling.

In auto polling, the PNM operator activates a dialing list in order to perform one or more tasks which have been set up on one or more load lists. Both "by dialing list" and "by phone" load lists can be used. Auto polling is typically used to accomplish maintenance activities, downloading new ratecenter files to a group of phones for example, which occur infrequently or irregularly.

NOTE:

An "auto" poll is a one-time activation of a dialing list by the PNM operator. By contrast, a "scheduled" poll occurs when a dialing list is activated by PNM according to a pre-set schedule without requiring an operator to be present. In a "manual" poll, the PNM operator calls a single payphone without using a dialing list.

NOTE:

The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move cursor through menu choices	<↑> or <↓>
Select a highlighted menu choice	<ENTER>
Return to the previous display screen	<ESC>
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	<F1>
Display the *x* menu or perform the *x* function shown on the function key menu line	<F*x*>
Invoke the *n* sub-menu with a single keystroke	<*n*>
Show the next page of the **AUTO LOAD SELECTIONS** list (load list)	<PAGE DOWN>
Show the previous page of the **AUTO LOAD SELECTIONS** list (load List)	<PAGE UP>

NOTE:
Prior to starting an auto poll, be sure the appropriate tasks have been set up in a "by phone" and/or a "by dialing list" load list. Refer to Section 4.2.4 for further information.

4.2.2: Performing Auto Polling

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F8> AUTO**. *Figure 4-47.*	The **AUTO DIAL DIALING LISTS** menu is displayed. *Figure 4-84.*
3	Enter the number of the dialing list to be polled, then press **<ENTER>**.	Selects the dialing list. Displays "F-key" options available for selected dialing list. *Figure 4-85.*
4	Select **<F6> DIAL**. *Figure 4-85.*	PNM Activates the selected dialing list, calling each phone on the list to perform the tasks defined by the load list(s) associated with that dialing list and phone. Returns to **COMMUNICATIONS** screen. *Figure 4-72, Figure 4-73, Figure 4-47.*

4.2.2: Performing Auto Polling

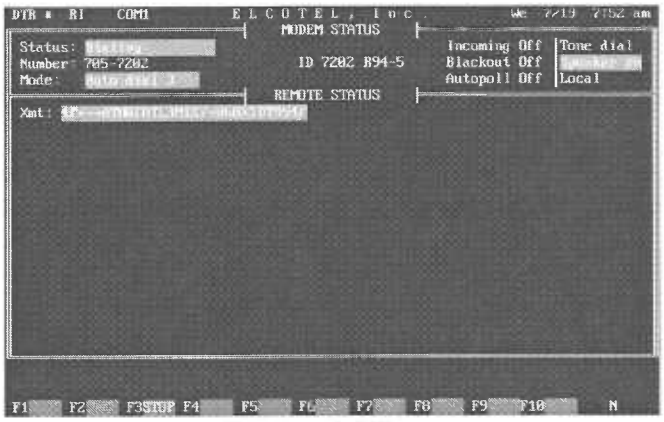

Figure 4-72

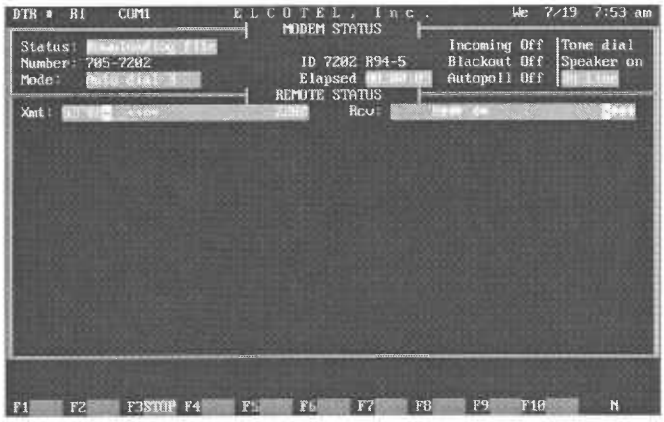

Figure 4-73

4.2.2: Performing Auto Polling

5	Auto dial other dialing lists, as necessary. *Figure 4-47.*	Repeat Steps 2, 3, and 4 for each additional dialing list to be auto dialed.
6	Select **<F7> EXIT.** *Figure 4-47.*	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

4.2.3 Polling Schedules.

In addition to operator-initiated auto polling, PNM may be scheduled to call the phones on dialing lists when the operator is away or otherwise occupied. Load list tasks will be performed during the modem communication sessions resulting from the scheduled poll.

NOTE:

A "scheduled" poll occurs when a dialing list is activated by PNM according to a pre-set schedule without requiring an operator to be present. By contrast, an "auto" poll is a one-time activation of a dialing list by the PNM operator. In a "manual" poll, the PNM operator calls a single payphone without using a dialing list.

PNM uses the terms "Automatic" and "Autopoll" interchangeably to mean a scheduled unattended poll of dialing list(s).

A dialing list can be polled on the same day and time every week, the same date and time every month, or at regular intervals regardless of day of week or date. Scheduled polls can be set to occur at an exact hour and minute.

More than one dialing list can be scheduled to occur at the same time. These lists will not be called simultaneously, however, but will be executed sequentially in order of dialing list number, lowest first. Similarly, it is possible for a dialing list to still be running at the time another list is scheduled to start. In this situation the active list will finish, then the other list will start.

Scheduled polls can be run from a DOS batch file. This is useful when integrating polling with other activities, such as generating and printing a report based on the data collected during the poll.

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move cursor through menu choices —or— Select next/previous dialing list	<↑> or <↓>
Positions cursor at next/previous dialing list entry field	<←> or <→>
Select a highlighted menu choice	**<ENTER>**
Return to the previous display screen	**<ESC>**
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	**<F1>**
Display the *x* menu or perform the *x* function shown on the function key menu line	**<F*x*>**
Invoke the *n* sub-menu with a single keystroke	**<*n*>**

4.2.3.1: Setting Up Polling Schedules

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F3> MENU**. *Figure 4-47.*	The **MAIN MENU OPTION MENU** is shown. *Figure 4-48.*
3	Select **3) DATABASE**. *Figure 4-48.*	The **DATABASE OPTION MENU** is shown. *Figure 4-49.*

4.2.3.1: Setting Up Polling Schedules

4	Select **1) DIALING LISTS/ SCHEDULES.** *Figure 4-49.*	The **DIALING LISTS/SCHEDULES OPTION MENU** is shown. *Figure 4-74.*
5	Press <↑> or <↓> until the name of the dialing list you wish to schedule appears in the schedule **NAME** field.	Selects a dialing list for scheduling. *Figure 4-74.*

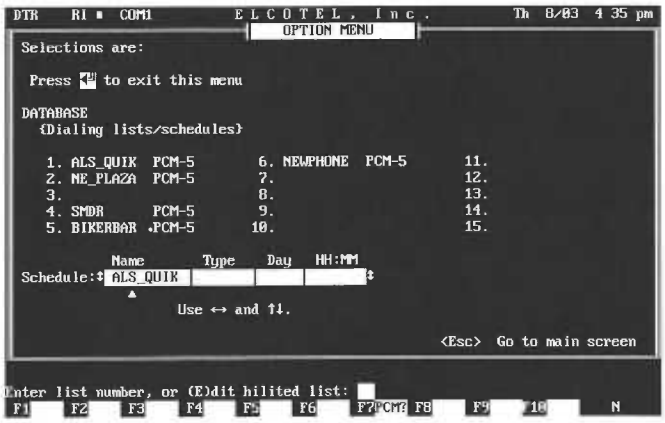

Figure 4-74

NOTE:
Before you can establish a polling schedule, the following activities must have already been completed:

- Set up dialing list(s) as instructed in Section 4.2.1,
- Configure load lists according to Section 4.2.4, and
- Assign phone(s) to dialing list(s) per Section 4.1.9.

4.2.3.1: Setting Up Polling Schedules

6 Press <←> or <→> until cursor is positioned under schedule **TYPE** field.

Permits one of the three types of schedules to be selected.

Press <↑> or <↓> until the desired schedule type appears in the **TYPE** field.

- **DAY**
  - Polls same day and time every week.
- **DATE**
  - Polls same date and time every month.
- **TIMED**
  - Polls at pre-set intervals regardless of day of week or date.

Figure 4-75.

Figure 4-75.

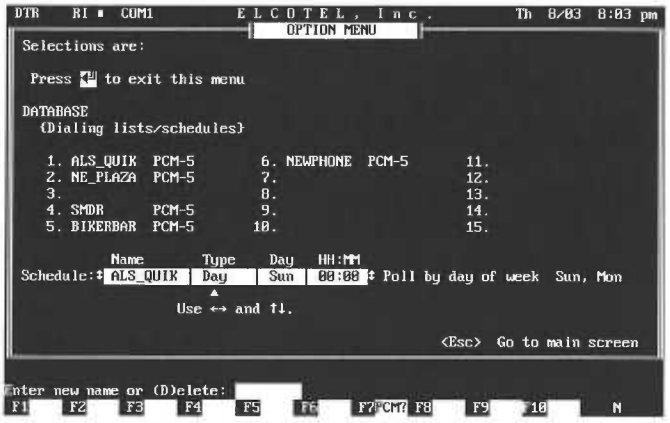

Figure 4-75

4.2.3.1: Setting Up Polling Schedules

7 Press <→> to advance cursor to next field of schedule.

Press <↑> or <↓> until the desired selection appears in the field.

The field will be labeled either **DAY, DATE,** or **DAYS** depending on the **TYPE** field selected in Step 6, above.

- **SUN** through **SAT** (schedule type **DAY**)
  - Selects day of week for polling to occur.
- **01** through **31** (schedule type **DATE**)
  - Selects date of month for polling to occur.
- **00** through **31** days (schedule type **TIMED**)
  - Selects the number of days to elapse between polls.

Figure 4-76.

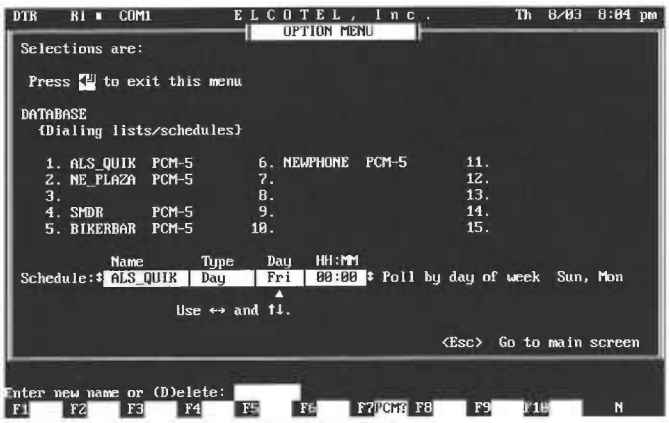

Figure 4-76

4.2.3.1: Setting Up Polling Schedules

8 Press <→> to advance the cursor to the **HH:** selection of the **HH:MM** field.

Press <↑> or <↓> until the desired hour appears in the field.

- **00** through **23**

Exact function of **HH:MM** field depends on schedule type, as described below.

- For **DAY** and **DATE** type schedules, specifies the hour of the day selected for polling.
- For **TIMED** type schedule:

  If **DAYS** field = 00, specifies the number of hours to elapse between timed polls,

  If **DAYS** field = 01 through 31, specifies the hour of the day for polling to occur.

Figure 4-77.

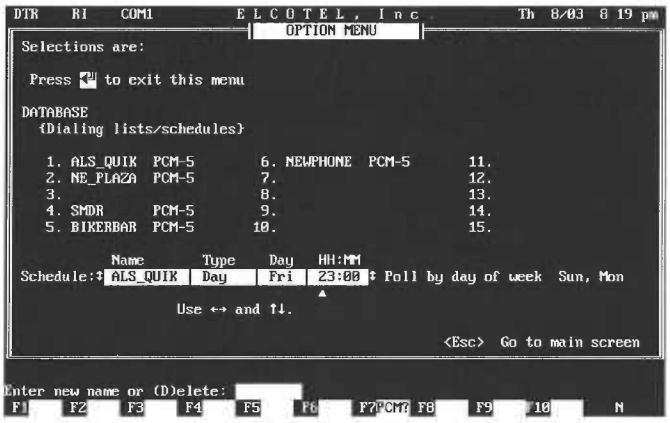

Figure 4-77

NOTE:
To set a timed poll to repeat with less than 24-hour frequency, e.g., every eight hours, set the **DAYS** field to **00** and the **HH:MM** to the desired number of hours and minutes to elapse between polls.

4.2.3.1: Setting Up Polling Schedules

To set a timed poll to repeat with a frequency greater than one day, set the **DAYS** field to the desired number of days from **01** through **31**, and the **HH:MM** field to the starting time on the day specified. For example, to poll a dialing list every day at 1 AM, set **DAYS** to **01** and **HH:MM** to **01:00**.

9 Press <→> to advance the cursor to the **:MM** selection of the **HH:MM** field.

Press <↑> or <↓> until the desired minute appears in the field.

- **00** through **59**
  - For **DAY** and **DATE** type schedules, specifies the exact minute of the hour selected for polling.
  - For **TIMED** type schedule:

    If **DAYS** field = 00, specifies the exact number of minutes added to the selected number of hours,

    If **DAYS** field = 01 through 31, specifies the minute after the selected hour for polling to occur.

Figure 4-78.

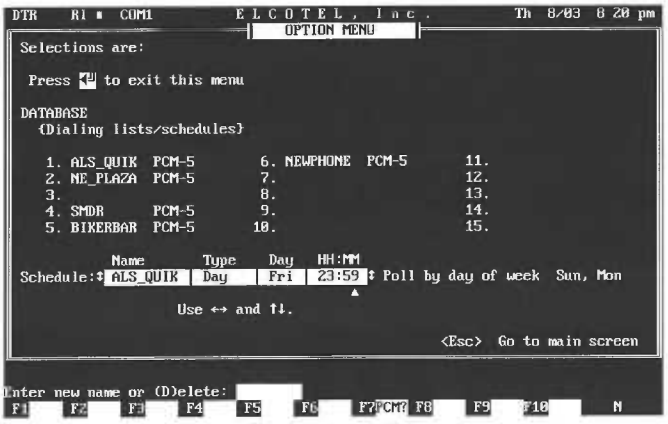

Figure 4-78

4.2.3.1: Setting Up Polling Schedules

NOTE:
When setting the **HH:MM** field:
00:00 = 12:00AM,
23:59 = 11:59PM.

CAUTION:
For **DATE** type schedules, dialing lists will be skipped in those months not having enough days. For example, lists scheduled for the 31st will not run in February.

NOTE:
For **TIMED** type schedules, when first set up, the timer starts the moment the operator returns PNM to the **REMOTE STATUS** screen (and leaves it there). The second, third, fourth, and etc. repetition of the timed poll will occur after the specified period has elapsed plus the time required to execute the poll. For example, if ALS_QUIK dialing list takes ten minutes to run, the list is scheduled to run every eight hours, and the list is first set up at noon, then ALS_QUIK will run as follows (assuming no interruptions and no change in the time required for each run, as might occur when SMDR data are accumulated over time):

- First Run: Day 1 at 8:00PM (20:00)
- Second Run: Day 2 at 4:10AM (04:10)
- Third Run: Day 2 at 12:20PM (12:20)
- Fourth Run: Day 2 at 8:30PM (20:30)
- Fifth Run: Day 3 at 4:40AM (04:40)

4.2.3.1: Setting Up Polling Schedules

10	Schedule other dialing lists, as necessary. *Figure 4-79.*	Repeat Steps 5 through 9 for each additional dialing list to be scheduled.

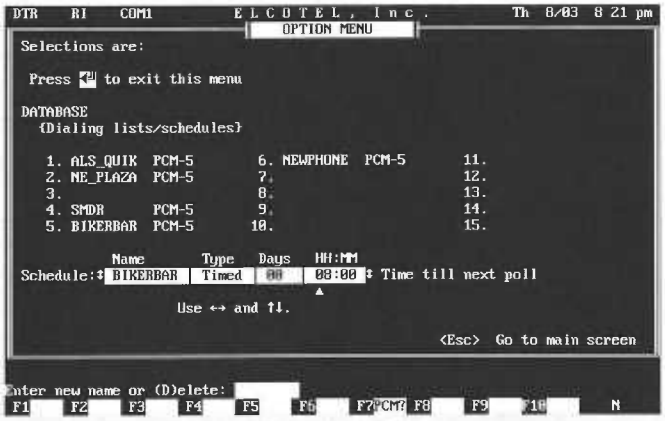

Figure 4-79

11	Press **<ENTER>**. *Figure 4-79.*	Saves schedule(s) and returns to the **DATABASE OPTION MENU**. *Figure 4-49.*
12	Press **<ENTER>**. *Figure 4-49.*	Returns to the **MAIN MENU OPTION MENU**. *Figure 4-48.*
13	Press **<ENTER>**. *Figure 4-48.*	Returns to **COMMUNICATIONS** screen. *Figure 4-47.*
14	Select **<F7> EXIT.** *Figure 4-47.*	Returns to the **PNM MAIN MENU**. *Figure 4-1.*

End Of Procedure

CAUTION:

The following procedure details how to set up PNM so the scheduled poll (s) will run as intended. In addition to the steps shown in the procedure, be sure these prerequisite measures have also been taken:

- The PNM computer's clock is set accurately (see Appendix "A").
- The MODEM is properly installed and configured as described in Section 3.3.
- The MODEM is connected to a dedicated phone line without call waiting feature.
- If an external MODEM is used, be sure it is turned ON.

4.2.3.2: Running Scheduled Polls

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE.** *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F10> POLL.** *Figure 4-47.*	The **AUTO POLLING SELECTIONS** menu pops up. *Figure 4-80.*

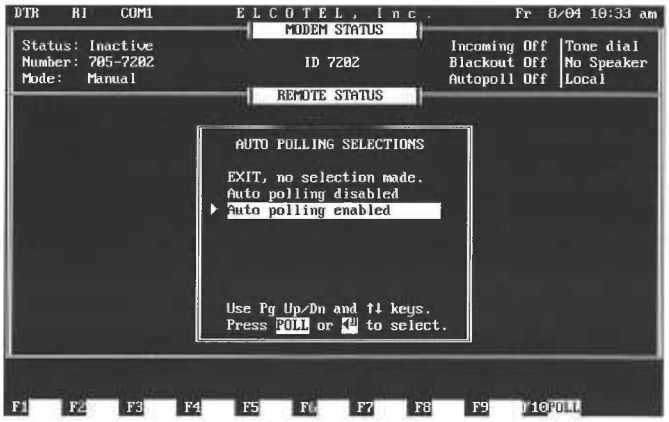

Figure 4-80

4.2.3.2: Running Scheduled Polls

3	Press <↑> or <↓> to highlight the **AUTO POLLING ENABLED** selection, then press **<ENTER>**. *Figure 4-80.*	Enables the scheduled polling feature. Returns to the **COMMUNICATIONS** screen. *Figure 4-81.*

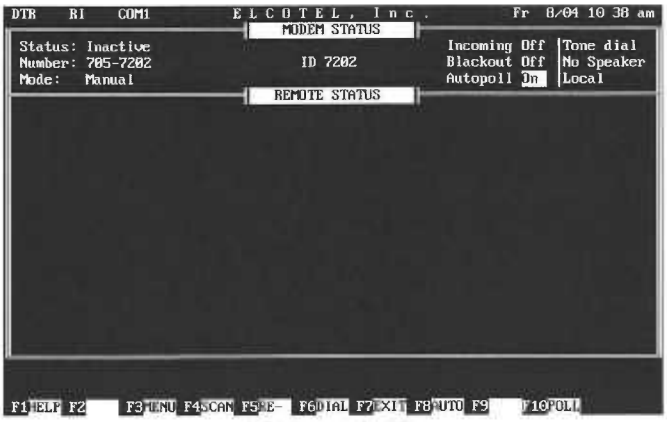

Figure 4-81

CAUTION:
Polling will occur as scheduled only if the computer is left ON with the PNM **REMOTE STATUS** screen active.

CAUTION:
Scheduled polling can be disabled, sometimes inadvertently, if you:

- Press **<F3> STOP** when a dialing list is being called. This temporarily disables the **AUTOPOLL** feature.
- Turn ON the **AUTO EXIT** option on the **POLLING OPTIONS** menu. This causes PNM to quit the Communications/Database program after running the first scheduled dialing list. Subsequent lists will not be called until **AUTOPOLL** is re-enabled.

End Of Procedure

4.2.4 Load Lists.

A load list is a list of tasks established by the operator to be performed by PNM when a phone is contacted. Load lists can be set up "by phone," that is, the task list is tailored to an individual phone. Load lists can also be set up "by dialing list," to perform the same task(s) on all phones assigned to a particular dialing list.

Load lists may be "temporary" or "permanent." A temporary load list is good only for the next phone contact, the list being erased upon execution. A permanent load list is one which, as the name implies, may be used over and over until changed.

Additionally, load lists may be either "outgoing" or "incoming." Outgoing load lists are executed when PNM calls the phone or list of phones, as in auto and scheduled polls. Tasks on an incoming load list are accomplished whenever the phone calls home to report an alarm.

A phone can be assigned to both "by dialing list" and "by phone" load lists simultaneously. In fact, a phone can be assigned to all, none, or any combination of PNM load lists. This allows a common task (or group of tasks), uploading SMDR for example, be done for every phone on a "by dialing list" list, and also lets specific different task(s) be set for an individual phone which may also be on that list. An example would be the setting up of an additional "by phone" load list to upload the call counters of a newly installed phone for the purpose of site evaluation. "By phone" load lists are always executed at next contact regardless of whether the contact is incoming or outgoing.

The matrix below shows the combinations possible when setting up load lists.

	By Phone	By Dialing List
Outgoing Permanent	X	X
Outgoing Temporary	X	
Incoming Permanent	X	
Incoming Temporary	X	

NOTE:
Load lists should not be confused with the **DATA/REGISTER SELECTION** menu invoked with the **<F4> MORE** key while on-line with a phone. See Section 4.1.8 for an example of using the **<F4> MORE** function.

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move cursor through menu choices	<↑> or <↓>
Select a highlighted menu choice	**<ENTER>**
Return to the previous display screen	**<ESC>**
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	**<F1>**
Display the *x* menu or perform the *x* function shown on the function key menu line	**<F*x*>**
Invoke the *n* sub-menu with a single keystroke	**<*n*>**
Show the next page of the **AUTO LOAD SELECTIONS** list (load list)	**<PAGE DOWN>**
Show the previous page of the **AUTO LOAD SELECTIONS** list (load List)	**<PAGE UP>**

4.2.4.1: Setting Up "By Phone" Load Lists

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE**.	The **COMMUNICATIONS** screen is displayed.
	Figure 4-1.	*Figure 4-47.*

4.2.4.1: Setting Up "By Phone" Load Lists

2	Select **<F4> SCAN**. *Figure 4-47.*	Displays PNM database **SCAN MASTER LIST**. *Figure 4-53.*
3	Highlight the record of the phone needing the load list. *Figure 4-53.*	
4	Select **<F1> LOAD**. *Figure 4-82.*	The **AUTO LOAD SELECTIONS** "by phone" list (the load list) pops-up. Shows a list of tasks which can be performed during modem contact with the phone. *Figure 4-83.*

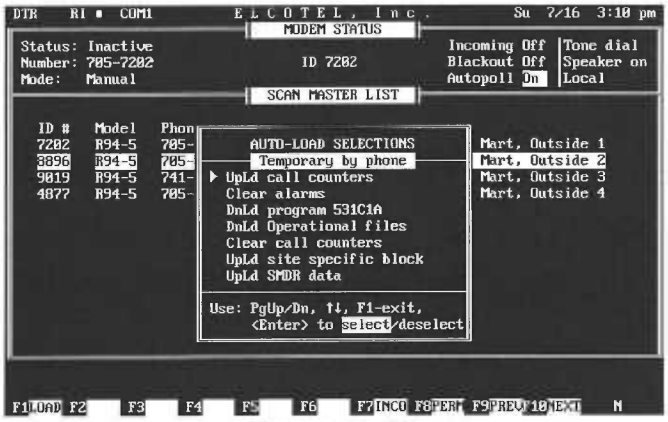

Figure 4-82

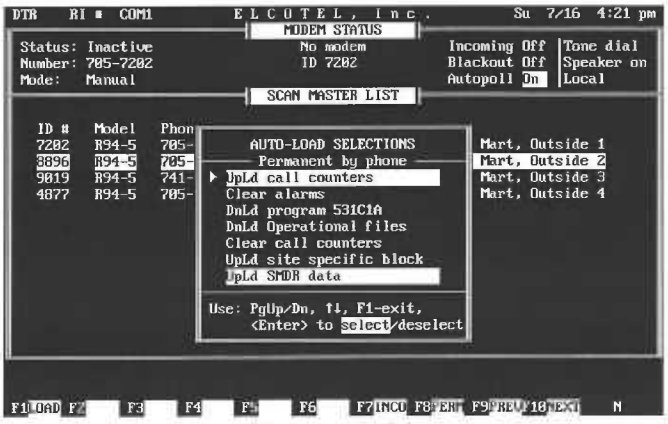

Figure 4-83

4.2.4.1: Setting Up "By Phone" Load Lists

5	Select **<F7> INCO.** *Figure 4-83.*	Choose whether the load list is to be active on incoming or on outgoing polls. *Figure 4-83.*
6	Select **<F8> PERM** *Figure 4-83.*	Choose whether load list is permanent or temporary. *Figure 4-83.*
7	Add task(s) to the load list.	
	• **UPLD CALL COUNTERS**	• Retrieves a list from the phone showing how many of each call type was made since the phone's counters were last cleared.
	• **CLEAR ALARMS**	• Command to reset all phone alarms to OFF.
	• **DNLD PROGRAM (NAME)**	• Sends the assigned program file to the phone.
	• **DNLD OPERATIONAL FILES**	• Sends the site-specific block and the assigned R94, C94, P94, and S94 files to phone.
	• **CLEAR CALL COUNTERS**	• Command to reset all call type counters to zero.
	• **UPLD SITE SPECIFIC BLOCK**	• Retrieves site-specific information from the phone, updates database master record.
	• **UPLD SMDR DATA**	• Retrieves SMDR (call records) from the phone.
	• **BURN RAM IMAGE TO EEPROM**	• Command to backup data contained in the phone's volatile RAM to its non-volatile EEPROM.
	• **RELOAD PHONE RAM**	• Command to transfer backed-up data from the phone's EEPROM to its RAM.

4.2.4.1: Setting Up "By Phone" Load Lists

	• **RUN PROGRAM FROM ROM**	• Command to use data contained in phone's EPROM (factory default programming) to operate phone.
	Press **<PAGE DOWN>** or **<PAGE UP>**	Moves load list up or down to view all selections.
	Press **<↑>** or **<↓>**	Moves cursor to highlight a task.
	Press **<ENTER>**	Adds or deletes task to/from the load list.
	Figure 4-83.	*Figure 4-83.*
8	Set up load list(s) for other phones, as necessary.	Repeat Steps 5, 6, and 7 for each additional phone.
	Press **<F10> NEXT** Press **<F9> PREV**	Highlights the record of the next or previous phone for load list setup without exiting load list window.
	Figure 4-83.	*Figure 4-83.*
9	Select **<F1> LOAD.**	Saves load list settings. Returns to **SCAN MASTER LIST.**
	Figure 4-83.	*Figure 4-53.*
10	Press **<ESC>.**	Returns to the **COMMUNICATIONS** screen.
	Figure 4-53.	*Figure 4-47.*
11	Select **<F7> EXIT.**	Returns to the **PNM MAIN MENU.**
	Figure 4-47.	*Figure 4-1.*

End Of Procedure

4.2.4.2: Setting Up "By Dialing List" Load Lists

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE**. *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F8> AUTO**. *Figure 4-47.*	The **AUTO DIAL DIALING LISTS** menu is displayed. *Figure 4-84.*

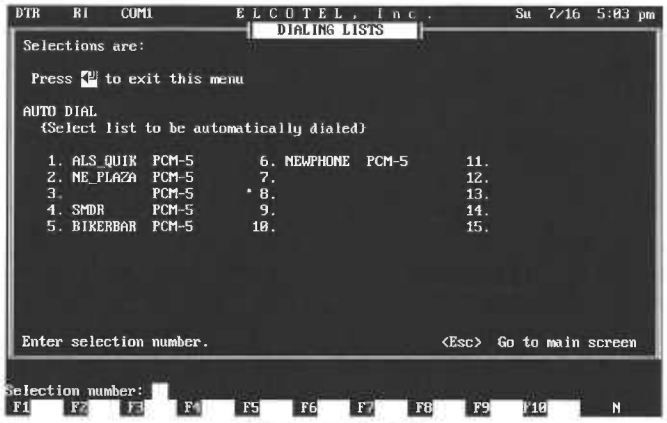

Figure 4-84

4.2.4.2: Setting Up "By Dialing List" Load Lists

3 Enter the number of the dialing list requiring load list setup, then press **<ENTER>**.

Selects the dialing list. Displays F-key options available for selected dialing list.
Figure 4-85.

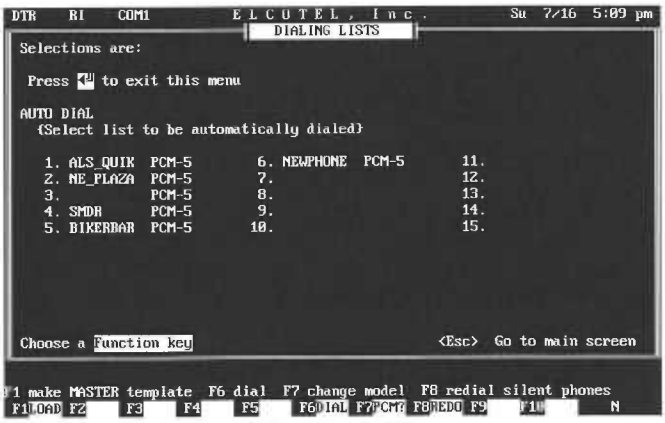

Figure 4-85

4 Select **<F1> LOAD**.

Figure 4-85.

The **AUTO LOAD SELECTIONS** "by dialing list" list (the load list) pops-up. Shows a list of tasks which can be performed during modem contact with the phone.
Figure 4-86.

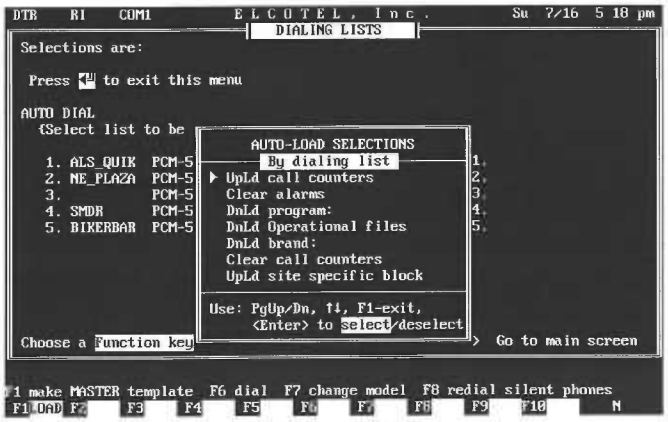

Figure 4-86

4.2.4.2: Setting Up "By Dialing List" Load Lists

NOTE:
"By dialing list" load lists are always "permanent" and "outgoing."

5	Add task(s) to the load list. *Figure 4-87.*	Creates a load list master template for all phones on that particular dialing list. Perform Step 7 of Procedure 4.2.4.1, above. *Figure 4-87.*
6	Select **<F1> LOAD**. *Figure 4-87.*	Saves load list settings. Returns to the **AUTO DIAL DIALING LISTS** menu. *Figure 4-85.*

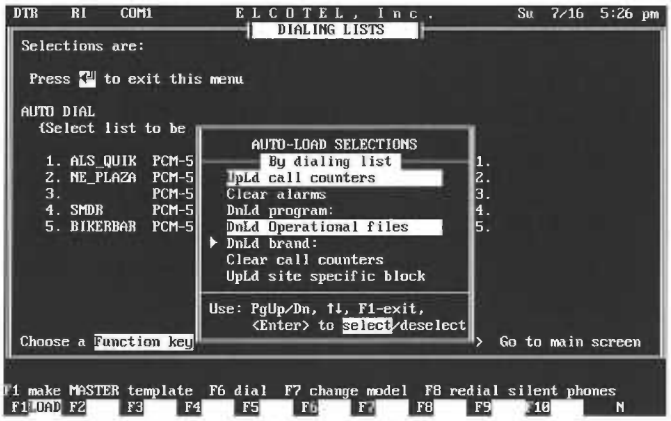

Figure 4-87

7	Set up load lists for other dialing lists, as necessary.	Repeat Steps 3 through 6 for each additional dialing list.

4.2.4.2: Setting Up "By Dialing List" Load Lists

8	Press **<ESC>.**	Returns to the **COMMUNICATIONS** screen.
	Figure 4-85.	*Figure 4-47.*
9	Press **<F7> EXIT.**	Returns to the **PNM MAIN MENU.**
	Figure 4-47.	*Figure 4-1.*

End Of Procedure

4.3 Managing Alarms.

Elcotel Series 5 and Olympian 5501 payphones continually self-monitor for abnormal operating conditions. The phone reports unusual conditions, and conditions which deviate from operator-set norms, by turning one or more of its internal alarms to the ON state. The phone monitors the hardware and software functions shown in the following list.

- SMDR Corrupted
- Handset
- Vault/Bypass
- Program in ROM
- Rate Reload
- Cashbox Trigger
- Cashbox Full
- Clock Status
- Inactivity
- Coin Jam
- Rates Bad
- Counters Lost
- Master Block
- Telemetry Access
- Bad Program RAM
- Bad CAB
- Forced Alarm
- Bad Registers
- SMDR 80% Full
- SMDR 100% Full
- VDC Not Working
- VDC 100% Full
- Wrong Polarity
- Low Battery

The phone can be configured to automatically "call home" when an alarm occurs to allow corrective action to be taken right away. PNM must also be setup to receive the incoming alarms. Sections 4.3.3 and 4.3.4, below, describe how to do these setups.

NOTE:
Refer to the product documentation for your particular phone for details about specific alarms.

4.3.1 Remote Status Screen Alarm Information.

The status of all alarms is automatically uploaded whenever communications is established between a payphone and PNM. These status data are displayed in the PNM remote status screen as shown in Figure 4-88, below. Alarms status information is

always uploaded in this manner regardless of whether or not any alarm has been configured to call home. The alarm status information is stored in the PNM "CHAT.LOG" and "CHAT.DAT" files for possible later use in generating printed reports. "CHAT.DAT" alarms data are overwritten when the phone is next contacted, thus ensuring display of only the most recent alarms status.

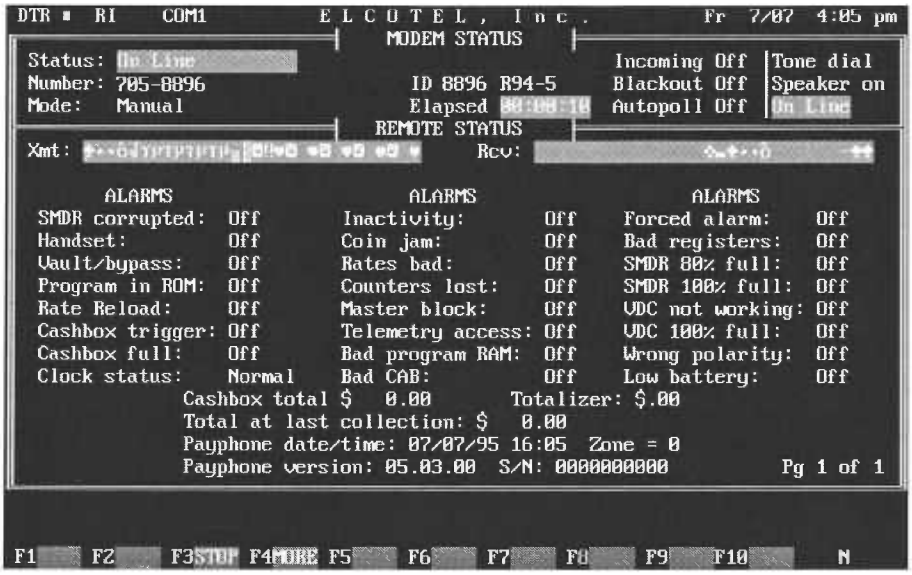

Figure 4-88: PNM Communications Remote Status Screen

4.3.2 Clearing Alarms.

Alarms may be cleared (reset to OFF) at the phone by issuing a command from PNM as described in the following procedure.

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
Move cursor through menu choices	<↑> or <↓>
Select a highlighted menu choice	<ENTER>
Return to previous menu	<ESC>

NOTE:
The following key combinations may be used to control PNM during this procedure:

To	Press Key(s)
See the **HELP DIRECTORY** listing offering comprehensive help on a variety of PNM functions (available from the Communications screen)	**<F1>**
Display the *x* menu or perform the *x* function shown on the function key menu line	**<F*x*>**

4.3.2: Clearing Alarms

NOTE:
You must be communicating with the phone, with the PNM remote status screen of Figure 4-88 active. Refer to Section 4.1.8 for a procedure to establish phone/PNM modem communication.

1	From the **PNM COMMUNICATIONS/REMOTE STATUS** screen, select **<F4> MORE.** *Figure 4-88.*	Invokes the **DATA/REGISTER SELECTION** pop-up menu of phone data that can be uploaded, and files and commands that can be downloaded, while on-line. *Figure 4-89.*
2	Select **CLEAR ALARMS.** *Figure 4-89.*	Chooses command to reset all the phone's alarms to the OFF state.
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>.**	Executes the command, then returns to **REMOTE STATUS** screen. *Figure 4-88.*

4.3.2: Clearing Alarms

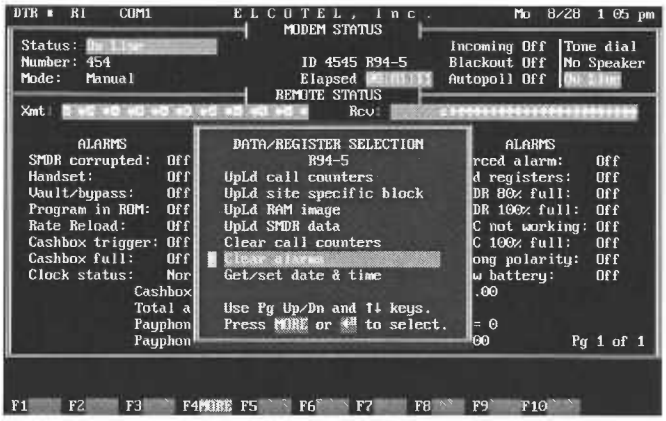

Figure 4-89

3	Select **<F4> MORE.** *Figure 4-88.*	Invokes the **DATA/REGISTER SELECTION** pop-up menu. *Figure 4-89.*
4	Select **TERMINATE TRANSMISSION.** *Figure 4-90.*	Chooses command to terminate communications session and hang-up.
	Press **<↑> OR <↓>**	Moves cursor to highlight item.
	Press **<ENTER>.**	Terminates the modem session and hangs-up PNM. Returns to the **COMMUNICATIONS** screen. *Figure 4-88.*

4.3.2: Clearing Alarms

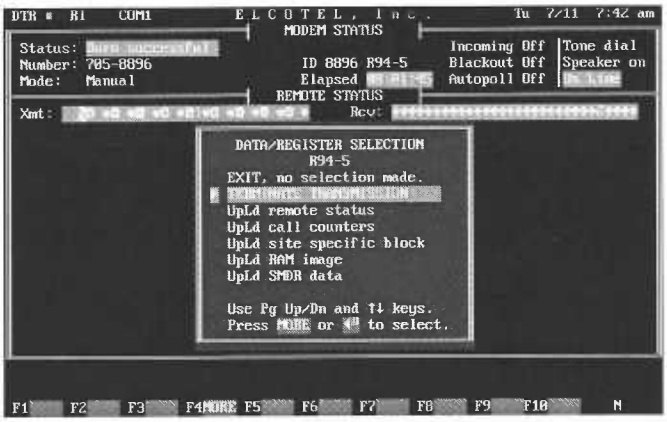

Figure 4-90

End Of Procedure

4.3.3 Configuring the Phone to Call Home.

Payphones can be set to call home when specified alarms are triggered. This is done by editing the phone's C94 Configuration file (registers and options file). Phone registers numbered 700 through 799 are associated with alarms. The register number generally corresponds to the alarm number, as Register 707 controls Alarm 07 - Cash Box Full, to enable and disable Alarm 07 to call home when triggered. Other registers in the 700-group allow the operator to enter numerical values, to specify trigger thresholds and timer periods for example.

When editing the C94 file, you must also specify a primary and an optional secondary phone number the payphone is to use for calling home (PNM's phone number) and the number of attempts it is to make when calling. Enter this information into registers 333, 334, and 412 in the Configuration group.

NOTE:
Refer to the product documentation for your particular phone for details about specific alarms.

NOTE:
All alarms are always active. The status of every alarm is uploaded every time the phone is contacted by PNM. Setting an alarm "ON" in the phone's C94 Configuration file enables the phone to call home when that alarm is triggered.

A procedure for editing phone C94 Configuration files is given in Section 4.1.3, earlier in this manual. The C94 file must, of course, also be downloaded to the phone before it can take effect. Downloading is described in Section 4.1.8.

4.3.4 Setting Up PNM to Receive Incoming Alarms.

After establishing the phone's call home parameters, you must enable PNM's **INCOMING** calls feature so PNM will be available when a phone calls. Also, The PNM computer must be left running with the PNM communications screen active as described below.

CAUTION:
The following procedure details how to set up PNM to receive incoming calls. In addition to the steps shown in the procedure, be sure these prerequisite measures have also been taken:

- The PNM computer's clock is set accurately (see Appendix "A").
- The MODEM is properly installed and configured as described in Section 3.3.
- The MODEM is connected to a dedicated phone line without call waiting feature.
- If an external MODEM is used, be sure it is turned ON.

4.3.4: Setting Up PNM to Receive Incoming Calls

1	From the **PNM MAIN MENU**, select **<1> COMMUNICATIONS/ DATABASE.** *Figure 4-1.*	The **COMMUNICATIONS** screen is displayed. *Figure 4-47.*
2	Select **<F3> MENU.** *Figure 4-47.*	The **MAIN MENU OPTION MENU** is shown. *Figure 4-48.*
3	Select **1) MODEM.** *Figure 4-48.*	The **MODEM OPTION MENU** is shown. *Figure 4-91.*

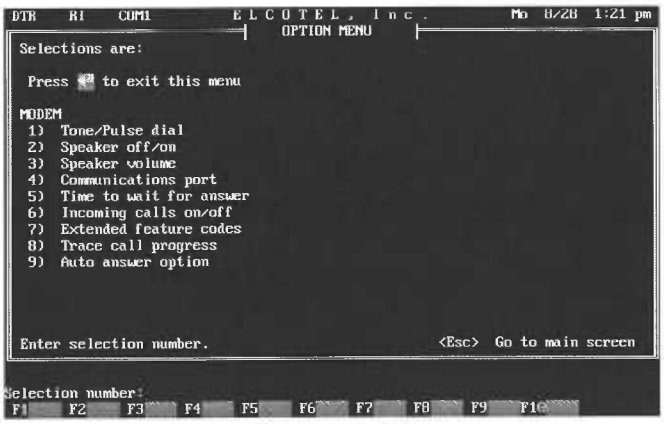

Figure 4-91

4.3.4: Setting Up PNM to Receive Incoming Calls

4	Select **6) INCOMING CALLS ON/OFF.** *Figure 4-91.*	The **MODEM INCOMING CALLS ON/OFF OPTION MENU** is shown. *Figure 4-92.*

Figure 4-92

5	Select **2) ALLOW INCOMING CALLS,** then press **<ESC>**. *Figure 4-92.*	Enables the incoming call feature. Returns to the **COMMUNICATIONS** screen. *Figure 4-47.*

CAUTION:
Incoming calls can be received only if the computer is left ON with the PNM **COMMUNICATION REMOTE STATUS** screen active.

End Of Procedure

Appendix A. Setting System Options

While not necessary for the proper functioning of PNM, system attributes such as screen color and company name can be set according to the user's individual needs and personal preference. Follow the instructions below to change any of the factory default settings.

NOTE:
Two informational screens are also included in this section. The **PARAMETERS** and **STATISTICS** options, while not allowing actual changes to be made, do provide useful information about overall system usage and capacity.

A.1 System Option Menu.

To change PNM system options, begin by invoking the **SYSTEM OPTION MENU** as shown in the following steps:

Step 1: From the PNM **MAIN MENU**, select **<1> COMMUNICATIONS/DATABASE**.

The **COMMUNICATIONS** screen is displayed.

NOTE:
Mouse control is not available for any of the **COMMUNICATIONS/DATABASE** functions.

Step 2: Select **<F3> MENU**.

The **MAIN MENU OPTION MENU** appears. See Figure A-1.

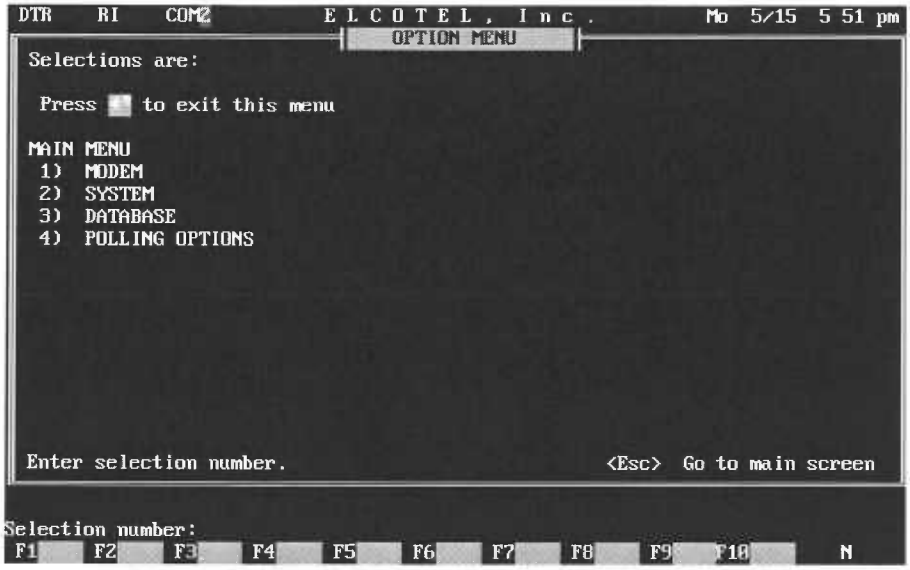

Figure A-1: PNM Main Menu OPTION MENU

Step 3: Select **2) SYSTEM**.

The **SYSTEM OPTION MENU** appears (Figure A-2).

Step 4: Select an option to change.

Each option lets you modify a system parameter in a variety of ways. To configure PNM, select an attribute from the **SYSTEM OPTION MENU** and set as described in Section A.2, below.

Step 5: To return to the **SYSTEM OPTION MENU** from any of the option setup screens described below, press **<ENTER>.**

CAUTION:

Pressing **<ENTER>** will save changes. To exit from any of the system options without saving changes, press **<ESC>**.

Step 6: Press <**ESC**> to return to the **COMMUNICATIONS** screen.

Step 7: Press <**F7**> to return to the **PNM Main Menu**.

NOTE:
If system option **7) ESC EXIT OPTION** has been enabled, pressing either <**F7**> or <**ESC**> returns to the **PNM Main Menu**.

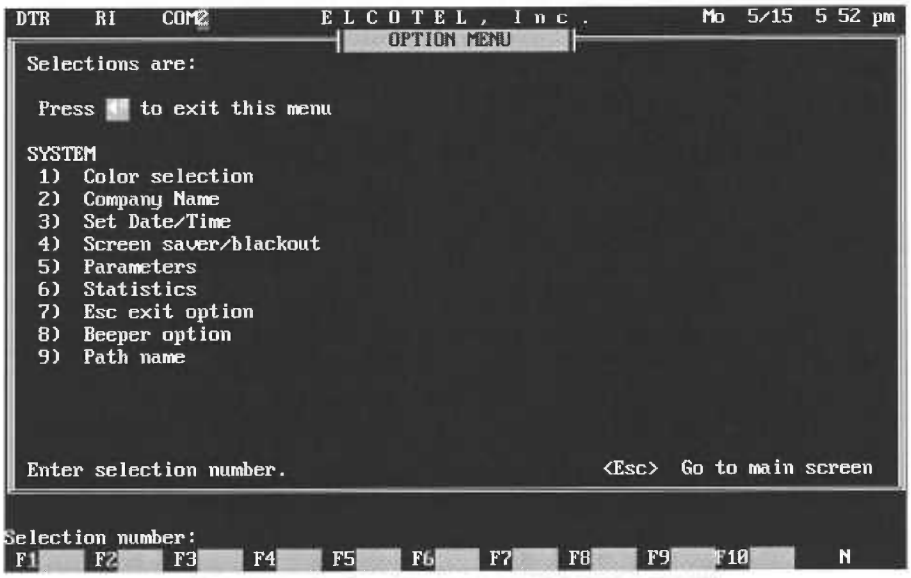

Figure A-2: System OPTION MENU

A.2 System Options.

A.2.1 Color selection.

Select a PNM screen display element from the color selection menu (Figure A-3) then press <**ENTER**> to activate the color control screen for that selection. The example shown in Figure A-4 is the **2) MENU LINE** selection. You may select background and foreground colors for each display element. As you select each color, the sample color choices are shown in the **COLOR SAMPLE** box located in the lower portion of the display.

A lack of contrast may make it difficult for you to see the "hot" keys (keyboard shortcut keys) highlighted on some of the screens. If you try to select the same color for background and foreground, the message "Not contrasting colors" will appear. If you inadvertently enter a color number that does not exist in the system, the message "Invalid selection" will appear.

Notice that the color control screen has a **BLINK** option. **BLINK** is turned ON by selecting option 25. Option 26 turns **BLINK** OFF.

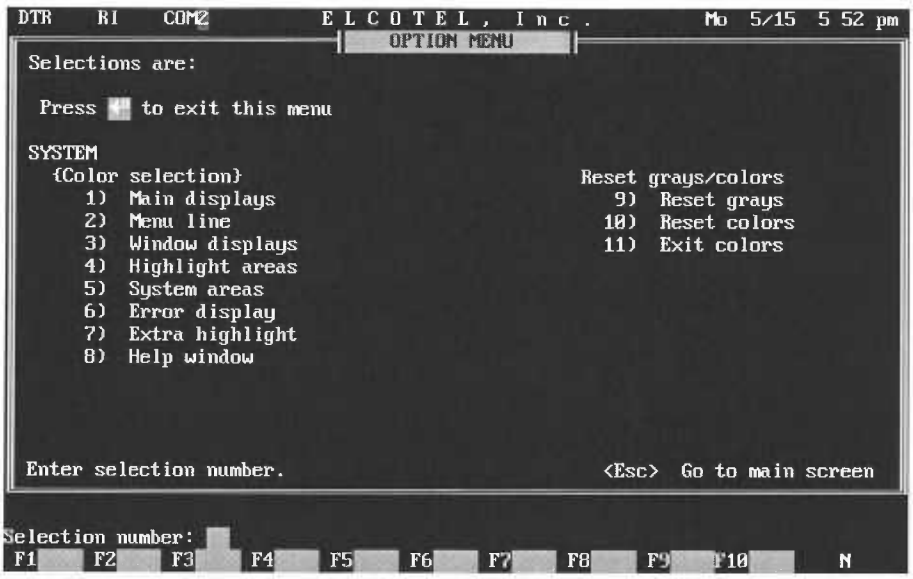

Figure A-3: Color Selection, System OPTION MENU

NOTE:
Contrasting background and foreground colors are generally easier to see.

Main displays

The border and main elements of each screen display.

Menu line

Horizontal display bar across bottom of screen containing "F key" (or keyboard shortcut key) menu lists.

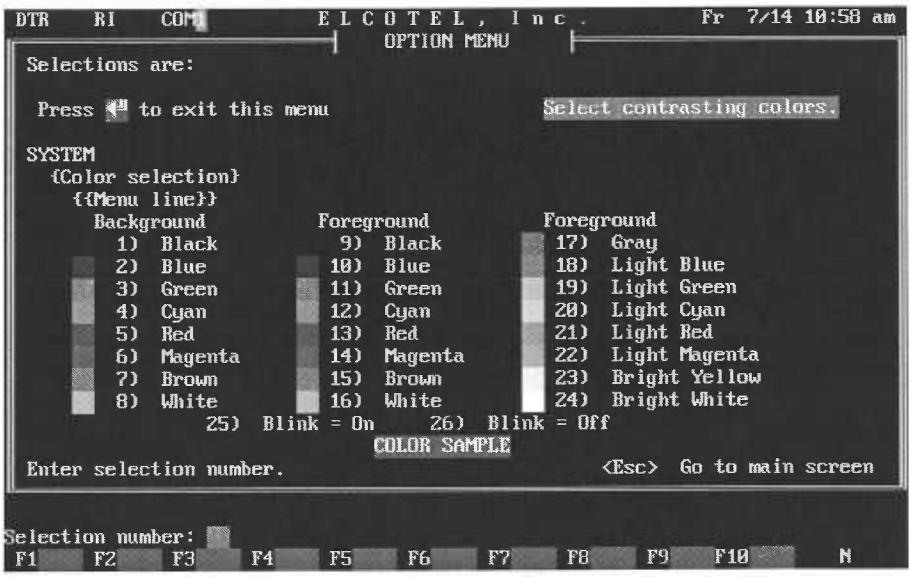

Figure A-4: Menu Line, Color Selection, System OPTION MENU

Window display

Informational messages from the system displayed to the user in the form of pop-up windows.

Highlight area

A boxed area for emphasis or data entry (e.g., selection number field highlighted with the cursor).

System areas

Top, center area where the screen name appears (below the "banner").

Error display

System error messages displayed in the form of pop-up windows which must usually be cleared before continuing.

Extra highlight

Keyboard shortcut keys (hot keys) can be emphasized by selecting contrasting colors on the corresponding menu choice. Note the difference in the color contrast of some of the letters in the menu options.

Help window

Display screen containing information associated with the application that explains how particular function works. HELP is normally invoked by pressing <**F1**>.

Reset grays

Resets gray colors on the screen to the original factory settings.

Reset colors

Returns your screen to its original factory default color selection.

Exit colors

Makes your system display colors the same as PNM, after exiting PNM.

NOTE:

The ANSI.SYS driver must be installed to use the Exit Colors option. Refer to your DOS user documentation for more information.

A.2.2 Company Name.

Enter your company name or any other message to be displayed as a "banner" across the top of all **COMMUNICATIONS/DATABASE** screen displays (e.g., "Elcotel, Inc." shown in Figure A-5). Up to forty characters can be entered into the field.

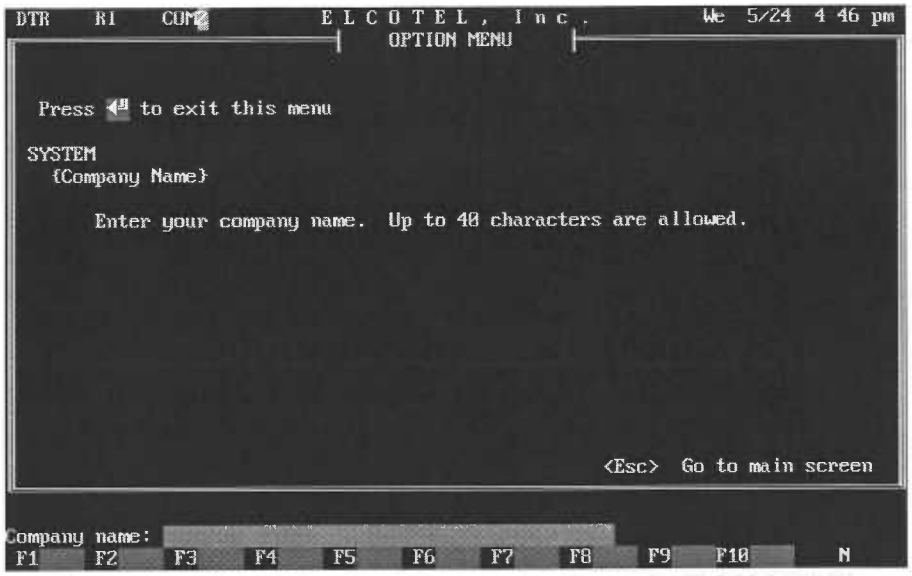

Figure A-5: Company Name, System OPTION MENU

A.2.3 Set Date/Time.

The date and time feature updates both the DOS clock and the battery-backed CMOS clock. The time setting is based upon a 24-hour day. One reason the system clock should be set accurately is for automatic phone polling. For example, if you select option 1 on this screen (set date), the current date will appear on the message line located in the lower, left-hand corner of the screen. The **SET DATE/TIME, SYSTEM OPTION MENU** is shown in Figure A-6.

Figure A-6: Set Date/Time, System OPTION MENU

A.2.4 Screen saver/blackout.

PNM screens may be left on for long periods of time, to allow automatic polling for example. However, if an image is left on a monitor for an extended period it may burn into the phosphor of the screen and cause a permanent shadow. With the Screen Saver option, you can set the monitor to automatically darken after a period of keyboard inactivity.

Referring to Figure A-7, select a value between three and 30 minutes. (The time which must elapse between start of inactivity and screen "black-out". Enter zero to disable the black-out function.

To restore the screen during black-out, press any key.

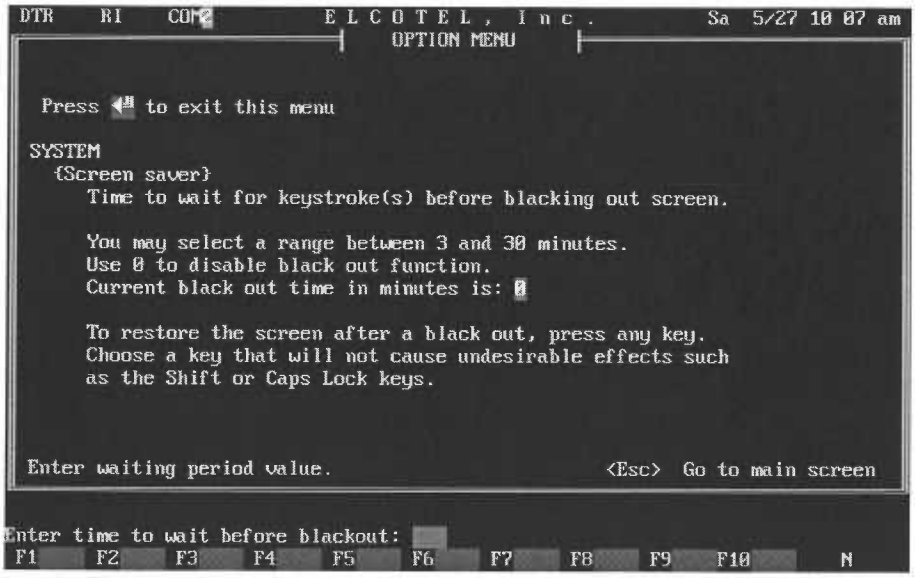

Figure A-7: Screen Saver, System OPTION MENU

A.2.5 Parameters.

PNM provides important information about how many additional phones are allowed with the current free disk space. Information includes the maximum number of phones allowed (4,000), the number of phones currently in use, and the number of additional phones which can be added with current disk space. It also lists the disk space needed per phone, available disk space in MB, main memory size, available memory, and program size in KB. The **PARAMETERS** display is shown in Figure A-8.

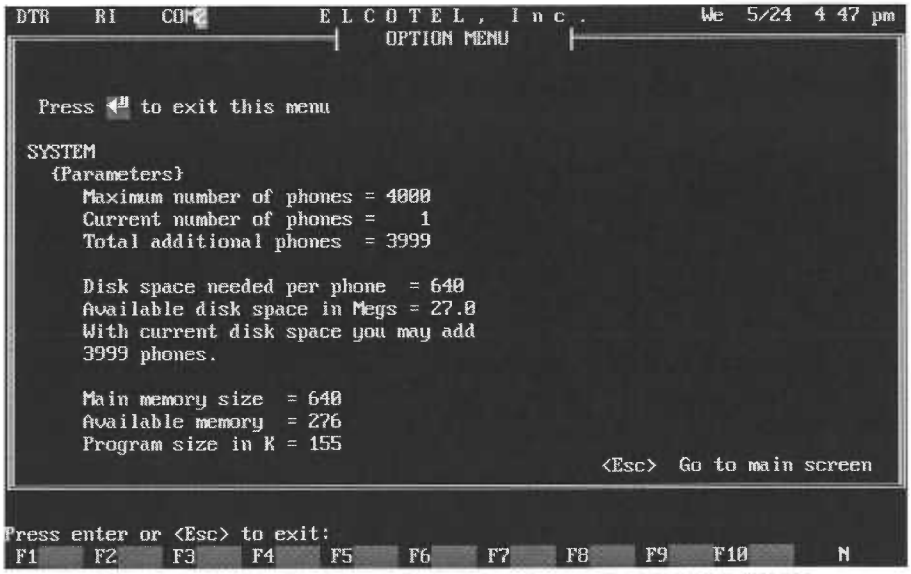

Figure A-8: Parameters, System OPTION MENU

A.2.6 Statistics.

Statistics information provides a means for evaluating overall system activity. This screen, shown in Figure A-9, contains detailed information about outgoing and incoming telephone calls.

OUTGOING CALLS (POLLS)

Gives information on when the last poll was placed, how many calls were attempted and completed, the totalized duration of all calls, and the average call duration since the date/time specified.

Outgoing calls statistics can be cleared (reset to zero) by pressing **<C>.**

FILE STATISTICS

A history of activity for payphones being polled, or calling home, is provided by recording totalized entries for the Log file, SMDR file, PCM-5 SMDR file, and the PCM-5 Counters file.

File statistics are cleared in the Reports and Billing programs.

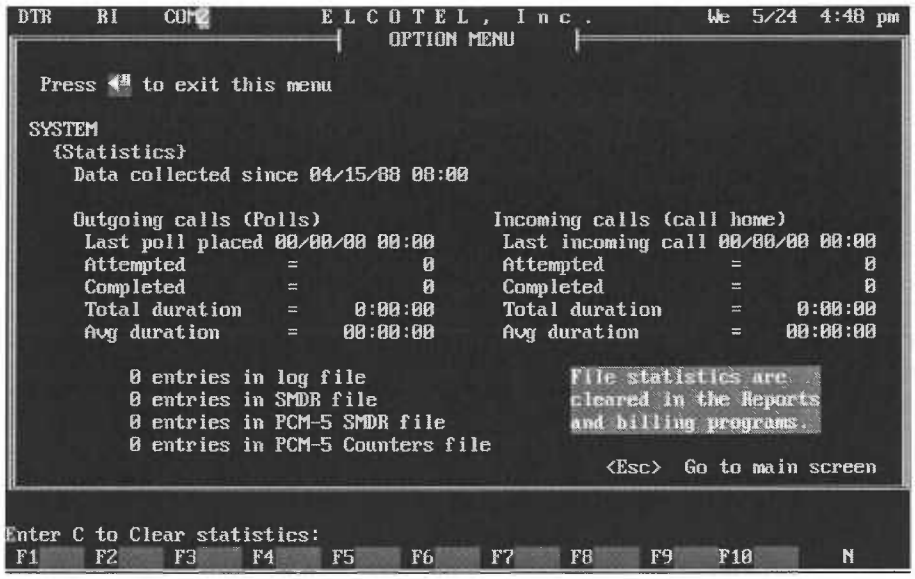

Figure A-9: Statistics, System OPTION MENU

INCOMING CALLS (CALL HOME)

Shows when the last incoming call was received, how many calls were attempted and completed, the totalized duration of all calls, and the average call duration since the date/time specified.

Outgoing calls statistics can be cleared (reset to zero) by pressing **<C>.**

A.2.7 Esc exit option.

When working in the Communications/Database portion of PNM, you may exit by pressing <**F7**> and, when enabled by this option, also by pressing <**ESC**>.

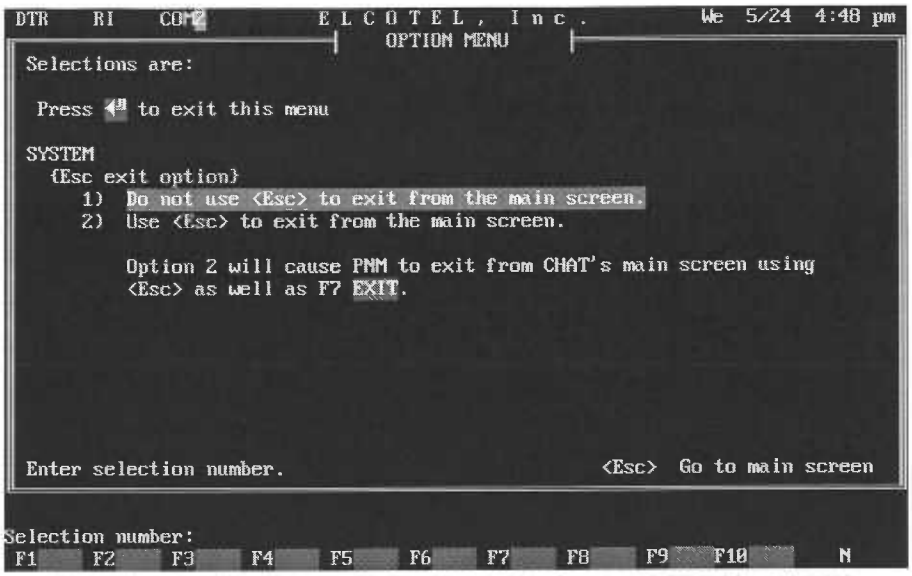

Figure A-10: Esc Exit Option, System OPTION MENU

A.2.8 Beeper option.

As shown in Figure A-11, PNM's beeper can be set to beep on keyboard error by selecting option 2. Option 1 disables the error beep.

Figure: A-11: Beeper Option, System OPTION MENU

A.2.9 Path name.

Enter the full DOS path name for your ratecenter files. Floppy drives A: and B: are not allowed.

The current path is shown in the box located at the bottom center of the screen as shown in Figure A-12.

NOTE:
Ratecenter files are frequently kept in the same directory as the PNM program.

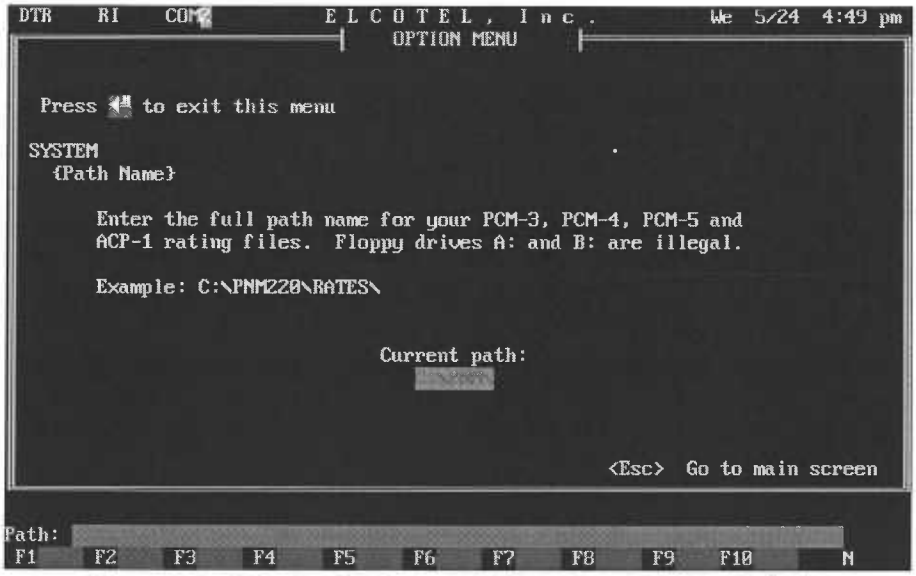

Figure A-12: Path Name, System, OPTION MENU

CAUTION:
The path name option described here is not related to the Paths Utility described in Section 3.2.

Glossary

alarm When enabled, diagnostic alarms alert the operator to a specific phone condition (i.e., coin jam, cash box full, handset vandalism, inactivity). Twenty one different types of alarms are available in PNM.

ANI Acronym for Automatic Number Identifier. The ANI is commonly used as a term to identify the payphone site telephone number (NPA-NXX-XXXX).

AP Additional Period is the time period following the initial period of a telephone call.

AR Additional Rate is the price per minute for the time period following the initial period.

answer detect The ability to determine when a call is answered. The payphone can be programmed to use answer detect to determine when to collect or refund coins. Answer detect is also referred to as "answer supervision" and "voice detect."

ASCII Acronym for American Standard Code for Information Interchange, the standard format for representing characters in IBM-compatible personal computers.

auto polling This is used to perform maintenance activities which occur infrequently or irregularly (i.e., downloading new ratecenter files to a group of phones). A PNM operator activates a dialing list in order to perform one or more tasks which have been set up on one or more load lists. Both "by dialing lists" and "by phone" load lists can be used.

B-1 Line A loop-start telephone line commonly used for Smart payphone operation. Payphones **backup** To make copies of data and programs to insure against accidental loss.

band One set of initial and additional rate and time data. Also referred to as "price band."

baud A unit of signaling speed in data transmission associated with modem telecommunications. Baud represents the number of signaling elements per second. When the signaling element is a bit, baud rate equals bits per second (BPS).

Information is passed between PNM and a phone over a 300 Baud/1200 Baud modem. Note that when each signal element represents something other than a single bit, baud and BPS are not synonymous.

bit Acronym for binary digit, the basic unit in the binary numbering system used in digital equipment (computers). Computers use the binary (base 2) numbering system because it requires only the two binary digits (bits) "0" and "1", which can be represented electronically by "ON" and "OFF" states in the computer circuitry.

blackout A term used to show the amount of time which must elapse before the screen-saver operates.

BPS Abbreviation for bits per second, a measure of data transmission speed.

bright A mode of payphone operation for coin line application in which the payphone uses the Central Office to handle, rating, routing, and answer supervision. Bright mode operation does not require maintenance of rate tables.

buffer A temporary storage area, often in RAM in a computer or peripheral device such as a printer.

bulletin board service (BBS) A service that provides access to a central computer via telephone lines. BBS are commonly used as message centers and as a means to distribute general information and computer data.

"Burn to EEPROM" command An instruction which copies selected files or data currently in RAM to an Electrically-Erasable Programmable Read-Only Memory chip.

byte The data unit that can represent one character in a computer. In most computers, one byte consists of eight bits. For most personal computers, ASCII defines the correspondence between the possible bit patterns (ON/OFF states) in a byte and the characters thus represented.

C94 File. PNM (registers and options) configuration file is a site operational file that can be downloaded from the phone.

call completion The moment when the payphone determines that coins should be collected. Call completion occurs a specified amount of time (call completion timer) after answer detect.

call home Call from a payphone to PNM.

call screening A TELCO subscription feature that protects the payphone owner from fraudulent calls by alerting the telco operator that the phone is a payphone and, therefore, not a billable number.

call termination The moment when either the called party or the caller hangs up or the purchased time expires and the call is terminated.

call typing Categorizing calls according to processing requirements. Calls are typed according to programmed logic which considers the pattern of the digits dialed, the nature of the target number, the method of payment, and so on.

cashbox The metal container for coins which are accepted as payment for the call.

cashbox vault The portion of the lower housing of a payphone which protects the cashbox.

CHAT The file name of the communications program in Payphone Network Manager (PNM).

clear alarms A command that resets all phone alarms to OFF.

clear call counters A command that resets all call type counters to zero.

clearing The process of erasing "counts" accumulated by counters, or the "flags" (warning notes) about alarms posted in PNM screens.

Click Control of a computer function by quickly pressing then releasing the mouse button when the cursor is positioned over the screen item to be controlled.

COM Acronym for communication port. COM shows which port is accepting modem data.

COM1, COM2 Names assigned to serial communication ports on IBM-compatible personal computers.

Communication Screen The main screen in the Communications/Database programs that allow you to call phones, observe PNM make the connection, receive alarm messages, upload SMDR and clear counters and alarms.

configuration file editor A menu-driven program in PNM which assists the user in creating, renaming, deleting, or printing configuration files.

corridor A corridor call is a local call that crosses InterState and/or IntraState NPA boundaries. This type of call may have different pricing and/or dialing patterns from a regular local call. Corridor calling may be defined by LEC tariffs or by FCC tariffs.

data compression A modem technique that combines duplicate characters and recodes them, thus allowing higher effective data throughput.

database A collection of phone master records that can be added to, edited, or deleted. The PNM database option is accessed through the Communications Screen.

default A value which is in effect initially and/or in the absence of a user-specified value. Also, a file having default values.
diagnostic block Call related data, including: user-dialed numbers, hook-flashes, and coins deposited, is saved and may be uploaded for viewing in PNM.

dial A function key that dials the phone number shown in the Number field located in the Modem Status box.

dialing lists These are made up of one or more payphones which are called or "polled" sequentially by PNM when the list is activated. These lists make managing a payphone route easier by automatically executing a series of predefined tasks (i.e., sending configuration files to and retrieving call records from each phone on the list).

dialing pattern The order and sequence of digits dialed by a telephone user and used by the telephone equipment to route the call.

directory A list of files on a storage medium such as a diskette or hard disk. A hard disk usually has groups of directories, starting with the main or "root" directory and extending through a hierarchy or tree of subdirectories.**disable** To turn OFF a smart payphone option.

discount period Period of time during which less than the full price of a call may be charged.

DOS Acronym for Disk Operating System, the computer software that directs the flow of data among the keyboard, monitor, printer, and disk drives in a personal computer. Without an operating system, the computer cannot function. IBM-compatible computers use MS-DOS or PC-DOS.

download operational files Sends the assigned R94, C94, P94, and S94 files to the phone.

downloading The process of sending data or complete files from PNM to the payphone or from the Elcotel On-Line (EOL) bulletin board system to PNM.

DTMF Abbreviation for Dual Tone Multi-Frequency signals, which are analog signals created by telco equipment, a keypad or "TCU" (touch call unit), or a pocket dialer.

DTR Acronym for data terminal ready). DTR indicates that the terminal is ready to receive an incoming call from the phone.

Enable To turn ON a smart payphone option.

EEPROM Acronym for Electrically-Erasable Programmable Read-Only Memory. This memory chip is similar to an EPROM except that this memory chip can be erased and reloaded after receiving an electronic signal, either through voice telemetry or by using PNM in modem telemetry.

EOL Abbreviation for Elcotel On-Line, the computer bulletin board service provided by Elcotel, Inc. for use by customers to obtain ratecenter files and current items of interest concerning the telephone industry.

EPROM Acronym for Erasable Programmable Read-Only Memory. This memory chip can be erased and reprogrammed, but only by a special process in a factory setting. Once programmed, it is non-volatile; that is, loss of power does not cause loss of data.

exchange A telco switching center identified by a three-digit prefix (NXX). All telephones within the exchange usually share the same schedule of charges.

factory default file A file provided from the factory that contains a permanently installed minimum configuration. This file permits a newly-installed phone to function prior to its initial download of Site Operational files, including the C94 file.

FACTS Acronym for Flexible Administrator for Coin Telephone Systems. This application converts the data files created when a phone is polled into a structure (i.e., reports_ usable by this application. The reports can be viewed or printed.

FCC (Interstate) Refers to telephone rates regulated by the Federal Communications Commission for calls which cross state borders.

file A collection of related records treated as a unit.

flow control Controls the data sent from your computer to your modem. As your modem receives data from your computer, it holds the data in its buffer until it's ready to be sent to the remote system. If your modem receives more data than its buffer can hold, the modem will use flow control to temporarily stop data transmission from your computer; meanwhile, the modem will continue sending data to the remote system. When there is room in the buffer for new data, flow control tells the computer to resume sending data to the modem.

Format Conversion A PNM program that allows you to convert the PNM database and upload the phone log, data, counters, and SMDR records to a format compatible with several of the widely-used file types (i.e., .DIF, .DBF, .WK1, .WR1, and .ASC).

ID The phone's assigned, unique number.

initialization string Specific setup commands in the modem which enable the modem to communicate with the payphone.

interLATA Refers to a call from one LATA (Local Access and Transport Area) to another. These calls are carried by an Inter-exchange Carrier (IXC).

intraLATA Refers to calls within the same LATA (Local Access and Transport Area). These calls are carried by the Local Exchange Carrier (LEC).

IP Abbreviation for Initial Period, the first time period in minutes of a telephone call and the period of time during which the initial rate of charge applies.

IR Abbreviation for Initial Rate, the charge for the initial time period of a telephone call.

IXC Abbreviation for Inter-exchange Carrier, a company that carries telephone communications from one LATA to another.

LATA Local Access and Transport Area, a calling area that reflects common social and economic communities of interest and does not necessarily correspond with exchange (NXX), area code (NPA), or political boundaries.

load lists These are set up for the purpose of specifying files and commands to be downloaded, and data to be uploaded, from each phone when polled.

loading The process of putting a file or a program into usable space in a computer. Also, in PNM, the process of selecting tasks to be done for a payphone or list of payphones.

local calling area A telephone industry term referring to a group of prefixes that can be called locally from a given NPA-NXX. Local calling areas are based on communities of common interest rather than mileage. Each local calling area has strict pricing and dialing pattern definitions established by the LEC.

log file A file that provides the history of the phones. These files must be physically erased after a period of time.

LPT1, LPT2, LPT3 The names assigned to parallel printer ports on IBM-compatible personal computers.

macro A set of commands to be executed in sequence. In a smart payphone, a dialing macro establishes how and when to send digits to the CO for processing for each call type.

manual poll A PNM operator calls a single payphone without using a dialing list.

master record Payphone unique data including ID, address and name, password, authorization codes, as well as the names of the configuration files required by that phone. The master record can be edited in Payphone Network Manager (PNM).

megabyte (Mb) 1,024 kilobytes (1,048,576 bytes) of data or program storage space.

microprocessor The central processing unit (CPU) of a personal computer computer or smart payphone.

modem A device that converts digital signals, as from a computer, to analog wave signals for the purpose of transmission over telephone communication channels. The modem MOdulates the signal at one end, then at the other end of the transmission. Modem telemetry enables the PNM-to payphone communication linkage.

modem status box An area on the Communications Screen that provides MODEM operational messages. This area is located in the upper portion of the screen.

modem telemetry The transmission of modulated digital data (in analog form) over a communication channel. The process requires a modem at each end of the communication channel. Modem telemetry is the method the PNM operator uses to create a communications link with the payphone and vice versa.

monitor The display terminal connected to a computer.

NANP Acronym for North American Numbering Plan.

network reports Pre-defined reports that help manage the payphone route. These reports allow you to view a log of alarms reports or check cashbox totals in order to dispatch repair and coin personnel. These reports can be viewed on the screen, sent to the computer hard drive as a print file for later printing, or directed straight to the printer.

NPA Abbreviation for Numbering Plan Area. Also known as Area Code, an NPA is the three-digit number that precedes the seven-digit telephone number. NPAs are assigned to a major North American geographical areas, including Canada, USA, Mexico, Bermuda, the Bahamas, and Puerto Rico.

number A term that indicates the ANI of the phone currently active in the PNM database.

NXX The three-digit prefix, preceding the subscriber number (NPA NXX-XXXX). NXX is often, but not always, related to an exchange.

OCC Abbreviation for Other Common Carrier, a non-telco carrier such as MCI or Sprint.

Olympian 5501 Payphone Line-powered payphone by Elcotel that can operate in both coinline (bright) and business line (smart).modes of operation.

option A program switch (identified by a three-digit number) that enables or disables a payphone feature depending whether the option is set ON or OFF, respectively.

owner bypass code A code used by the owner-operator to access the voice telemetry mode, allowing a person to program and/or test the payphone.

OSP Abbreviation for Operator Service Provider.

P94 File The Priority Parsing file that can be downloaded to the payphone.

PAOF Acronym for Payphone Automated Operator Function, ELCOTEL's automated operator feature which allows payphones and to capture and convert 0+ calls to 1+. The call detail is stored and then forwarded at a later date for billing.

path The route DOS uses to locate a specific file or directory. A full path name includes the drive designation and root and any sub-directory names. The root is identified by and each additional sub-directory name is delimited with a backslash (\). For example, **C:\PNM\RATES** refers to the RATES sub-directory of the PNM sub-directory of the root directory on drive C.

PBX Abbreviation for Private Branch Exchange, a telephone switching system usually located on the owner's premises. PBX encompasses a wide variety of equipment that can provide intra-premises telephone service, as well as access to public telephone networks.

PCM Abbreviation for Payphone Control Module. In the Elcotel smart payphone, it is the circuit board assembly that contains the microprocessor, EPROM, EEPROM, RAM and other electronic elements.

PNM Abbreviation for Payphone Network Manager, a family of Elcotel payphone network management programs, which can be used by an owner-operator to control and maintain communications with phones. These programs can be run from an IBM-compatible computer with a variety of available modems.

polling The process of calling a phone, or a group of phones, from a personal computer, using the PNM programs.

port An interface device connecting a computer and another component such as a printer or modem. For example, a printer cable is plugged into the printer port on the computer.

protocol A required or agreed upon sequence of interaction. In telephony, the required interaction to place a call. In modem communications, the required interaction to establish a telecommunications session and exchange data.

priority parsing A payphone feature which enables the owner-operator to identify calls based on the digits dialed. Each of the user-dialed digit patterns identified for priority parsing can have the rates, LATA type, dialing macro, and completion timer specified.

PROM Acronym for Programmable Read-Only Memory, a ROM which contains a program "burned in" at the factory. It cannot be reprogrammed like an EPROM or EEPROM memory chip.

prompt The way DOS or other program indicates to the user that it is waiting for a command or response. The typical DOS prompt looks like **C:\>.** Also refers to the digitized voice phrases a smart payphone uses to communicate with a user.

PTPT table The acronym stands for price-time/price-time. The PTPT table lists the initial period and additional period price and duration information for each price band in the selected LATA type.

pulse dialing Also known as rotary dialing, the dialing mechanism breaks the current loop, and the number of pulses per second that this occurs is equivalent to the digit

register A place in computer memory for storing a value that is used by a payphone feature. A unique three-digit number identifies each register.

reload phone RAM A command that transfers data from the phone's EEPROM to its RAM.

remote Usually refers to a location away from the main computer in a network. Remote systems are connected to the main computer by communication channels. Remote terminals are located at a distance from the main computer. Remote data from a phone in the network can be imported to the PC by using PNM. However, with smart payphones, activity performed through the keypad at the payphone site is referred to as local, for example, local voice telemetry.

remote status window The lower portion of the Communications Screen that provides information when you establish a modem-to-modem link with a phone. This area of the screen shows the line of activity to and from the phone and is divided into two sections: a transmitting block (Xmt) and a receiving block (Rcv). Xmt is located on the left-hand side and Rcv is located on the right-hand side.

RI Acronym for ring indicator. RI indicates an incoming call from the phone.

RIPterm The trade name of a computer communications software product owned by TeleGrafix Communications, Inc.

ROF (R94) File The payphone Registers & Options file. This file contains the registers and options settings which determine the payphone feature configuration.

ROM Read-Only Memory is non-volatile semiconductor memory with predefined data content that cannot be deleted or changed by stored-program instructions because they are "hard-wired" into the computer.

route A grouping of sites based upon a physical proximity (i.e., town, county).

S94 File Speed dial file. This file, containing "quick access" telephone numbers can be downloaded to the payphone. The user can access them by entering *** (two digits)**.

scan master list This is the menu list of database records for all your phones. The list contains the phone ID number, model number, telephone number, and the phone's location name.

scheduled poll A dialing list is activated by PNM according to a preset schedule without requring an operator to be present.

Series 5 payphone Line-powered Smart payphone by Elcotel.

service desk A central location which provides assistance to callers (i.e., receive credit).

site A street address for a phone or a group of phones.

site operational files The files that are downloaded to a payphone to allow it to operate properly at its site. The minimum files that must be downloaded to a phone are the C94 (ROF) and R94. The P94, S94 and V94 (PGM) files can be downloaded to provide value added features.

site specific block A collection of data, unique to each payphone, extracted from the payphone master record in PNM and downloaded to the payphone.

smart mode A mode of payphone operation for B-1 COCOT line applications in which the payphone is configured to use its internal capability to handle call rating, routing, and answer supervision. Rate table maintenance is required for this mode of operation.

SMDR Abbreviation for Station Message Detail Records, which are call data detailing the number dialed, date, time, duration of the call, price, credit card information, and so on. SMDR are stored and uploaded for viewing and evaluation. SMDR are sometimes called "Call Detail Records" (CDR).

speed dial file The Speed Dial file is a site operational file that can be downloaded to the payphone. This file can be created to allow certain phone numbers to be free when dialed with a special number. The speed dial file must be created off the Default file .S94 file.

software A program or set of instructions that tells the microprocessor in a computer or smart payphone what to do.

surcharge table Contains surcharges that are contained in the phone's ratecenter file as obtained from Elcotel. Changing the surcharge amounts in the surcharge table should be done only when surcharges must be subtracted from rates in order to get the remaining MTS portion to which time-of-day discounts (if used) apply.

TELCO The operating TELephone Company.

TeleGrafix Communications, Inc. The manufacturer of RIPterm, a MODEM communications software product.

time-of-day discount A discounted rate that applies to calls made during a specific time of day.

trigger level In some instances, values in a register can be changed to reflect the owner-operator requirements for setting or "flagging" an alarm condition. For example, the Cash Vault Alarm Trigger is an adjustable dollar amount. When the sum in the cash box exceeds the amount, the alarm is set.

upload call counters A command that retrieves a list from the phone showing how many of each call type was made since the phone's counters were last cleared.

upload SMDR data Retrieves non-coin call SMDR records from the phone.

uploading The process of transferring data or complete files from a payphone to PNM.

user variables A PNM option that is used to name up to three user-definable fields in the phone's database master record. The name can be up to ten characters long. The user-variable field names appear in the Master Records for all phones. User variables are useful to keep track of information unique to your operation, such as salesman, site contact, and site owner.

utilities A collection of programs in Elcotel Payphone Network Manager which provides user support, for example: perform a system check, backup and restore files, and merge databases.

V94 Program File Payphone operating system software. V94 is a site operational file that can be downloaded from PNM through the communication program and a modem.

variable Refers to a value which can be assigned, such as a register or an option setting.

voice telemetry A technique by which the payphone can be programmed by using DTMF tones, that is, by entering a series of digits at a touch keypad. Note that this method is an alternative to communications via modem telemetry.

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