

HOW TO INITIALIZE A PROTEL® PHONE

SET UP THE COMPUTER

If you are programming the phone to or from your computer there are a few things that must be set up prior to communications. The software package you are using, ExpressNet® or Panorama®, will determine how exactly you set up your computer and what screens or sections to go to, but the list below will help you know what you have to set up.

Set up data files	Make sure you have the correct rate file, call processing record (Panorama®) and options record set up and ready to use.
Set up phone site	Make sure a Site record or Phones & Customers record (Panorama®) is built and ready to use. Some things to check are that a group number and the proper data files are assigned. Also, set the phone speed and dial pattern.
Program the phone	Either manually poll the phone or have it call in.

INITIALIZE THE PHONE

1. Open the phone housing leaving the keypad plugged in.
2. Press and hold the program button, then pick up the handset.
3. Still holding the program button, listen for a beep.
4. When the beep sounds, let go of the button.
5. Dial 00 followed by the 10-digit payphone phone number followed by a star (*). Listen for beep.

If you are calling the phone from the computer:

6. Dial 28 01 01 00 24 followed by a star (*). Listen for beep.
7. If you set your phone speed to 1200 in the computer, dial 1861 followed by a star (*). Listen for beep.
8. Dial star (*), pound (#), 3
9. Listen for the phone to recite its number, then hang up.
10. Call the phone from the computer to download it.

If you are having the phone call in from the field:

6. Dial 25 followed by the modem number in the correct pattern (with a 1 and or area code in front if necessary) followed by a star (*). Listen for beep.
7. Dial star (*), pound (#), 3
8. Listen for the phone to recite its number. You will then hear the phone dial out in the background. Wait for the computer to answer, then hang up.

You should always make test calls that cover a wide range of possibilities to make sure the phone works including local calls, 1+, 0+, 00, 211 and incompletes. If any won't go through, that will give you a starting place for troubleshooting.