Ernest Telecom

TELELINK FOR WINDOWS

Quick Start Manual

Welcome to Telelink

Telelink for Windows

Version 2.61

Copyright 1995-2000 Ernest Group, Inc. - USA
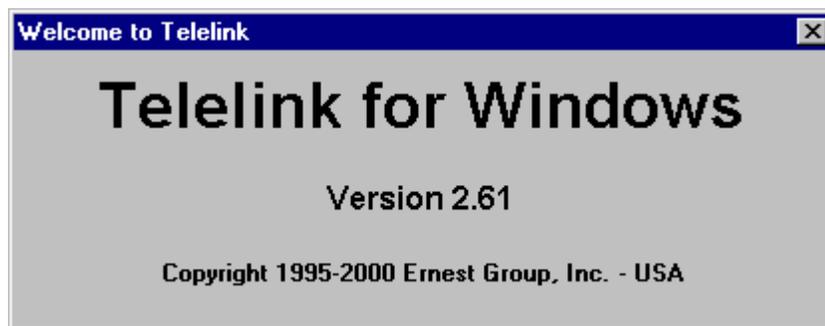
Introduction

Please Read This Page Before Proceeding!!

Welcome to Telelink for Windows

Telelink was introduced in 1988 as a DOS based program for payphone management of Ernest brand telecom equipment. Since then, it has evolved into a state of the art Windows based program (Telelink for Windows, TFW) that can run under Windows 95, 98 and NT. Its multi-featured capabilities allow the owner to monitor the operational status of his payphone or payphone route.

The purpose of this quick step guide is to learn the basics of **Telelink for Windows** in the fastest, simplest, most efficient way possible. This is not intended to be a comprehensive programming or troubleshooting manual. Rather, it is designed to assist you in properly programming the features that are necessary for the operation of your phone route. Consequently, you will see more directories and sub-directories in the actual Telelink for Windows (TFW) program than will be covered in this guide. Those features are not critical to the initial setup of your payphone, and are not important in this particular context. Please do not be concerned with these options at this time. Each has been defaulted to its standard setting.

It is also important to remember that Ernest Telecom's technical support staff provides assistance to thousands of route operators across the country. While it is our desire to provide you with outstanding service, it is important that each call be handled efficiently in order to serve everyone. Therefore, it is vitally important that you read this guide before calling technical support. Before answering any questions that are explained in this guide, your technical support representative will first refer you to the manual. Also, please be aware that your questions should be limited to the direct operation of the payphone equipment and Telelink for Windows. Additional help is also available on our web site www.ernestgroup.com; you can submit questions, suggestions and comments there.

Installation

The first step is to install *Telelink For Windows* by inserting installation disk 1 into your floppy drive (assumed to be drive a) and following the instructions listed below:

On Windows 95 or Windows 98 - click on **Start** and go to **Run.** At the prompt, enter:

1) **A:\setup** for version 2.53 or earlier issued before 7/1/00.
2) **a:\install** for version 2.53 issued after 7/1/00
3) **a:\install** for version 2.61

Press **Enter** and the installation will begin. After installation is complete, you can "drag " the *Telelink for Windows* "icon" out of the box with your mouse so it can be quickly accessed on your desktop. Once the installation is complete, you can double click your mouse on the icon on your desktop to bring up the first screen in *Telelink For Windows*. If you do not have an icon on the desktop you can use the **Start** button -go to **Programs** and find **Telelink** in the list.

Note1: (Version 2.53 or earlier only, issued prior to 7/1/00). Often in a Windows 98 installation the vbrun300.dll file will be missing and you will get the "VBRUN300.dll file missing" message and it will not allow the installation of the "Telelink for Windows" software. The file must be copied from the Telelink Installation Set (Diskette #2) to your windows/system subdirectory. To accomplish this, do the following:

1. Insert the Telelink Disk #2 into your floppy drive (assumed to be drive a).
2. Click on "Start" and go to "Programs" then go to "Windows Explorer". Click on the "A" drive in the left panel of the split screen.
3. Look in the right panel of the split screen and locate the VBRUN300.DLL file.
4. At this point, you can place the file into the windows/system subdirectory using either of two methods. If method #1 does not work proceed to method #2.

Method #1

On the left panel of the split screen, locate the windows folder, click on the "+" sign just to the left of the windows folder to open the folder. Locate the system subdirectory by scrolling down the left panel. Now in the right panel click on the "VBRUN300.DLL" file with the left mouse button and while holding the left mouse button down move the mouse cursor to the left panel and place it over the system folder. Release the left mouse button. You have now completed a drag and drop of the vbrun300.dll file into the system subdirectory and your file is in the proper place. If you click on the system folder you should see the vbrun300.dll in the right panel.

Method #2

After opening the windows folder and locating the system folder in the left panel of the split screen, right click on the "VBRUN300.dll" file in the right panel of the split screen. On the pop up screen select the "Copy" function. Now move your mouse pointer to the left panel of the split screen and right click on the system folder. On the pop up screen select the "Paste" function.

This completes the insertion of the "VBRUN300.dll" file. Now, you should be able to successfully install the "Telelink for Windows" software.

Note2: On some newer computer's you will get a "Function or Sub not defined" message or the installation will stop in the middle of disk2 or some other strange action. Create a directory called "telelink" and copy the contents of disk 1 and disk 2 into that directory. Now go to that directory, double click on install and it should install the telelink program. If you still have problems call our toll-free tech support at 1-800-456-8353
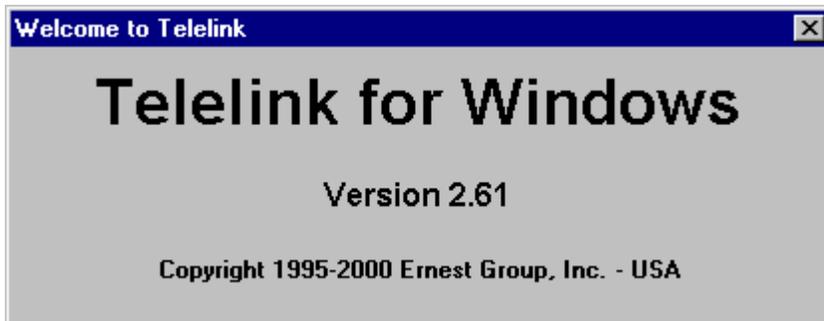
TFW Functions

The first screen of *TFW* displays nine menu buttons: ***File, Direct, Batch, Incoming, Settings, Reports, Flags, Rate Table Editor, and Quick Exit***. This is your main screen or menu through which you get to all the Telelink functions and options.

File Function

The items listed under the file function are **About Telelink** and **Exit**. Selecting the **"About Telelink"** function will give you a display similar to the following:

Selecting the **"Exit"** function will close the Telelink program and put you back into the Windows operating system.

Direct Function

This list contains several functions that can be performed on a phone during direct communication However, a few functions are not relevant to your initial set-up and are placed in small, italicized fonts. The complete listing of the functions under **Direct** are:

- *Hang Up*   *- Used to disconnect from the phone you are working with.*
- **AOS Scripts**   - Alternate Operator Services (Example: Qwest, MCI)
- *Collection Status*   - Financial breakdown of all calls by type
- **CSN Table**   - Used for programming special numbers
- **Programmable Features** - Determines various features of operation
- **Rate Table**   - Determines the applicable rate and
- *SMDR*   - Station Message Detail Report
- *Speed Dial*   *- Quick access numbers (taxi service, etc)*
- *Time and Date*   *- Used to synchronize phones to your computer*
- *Scrolling Message*   *- Used for assorted message on phones that have an LCD*
- *Firmware*   *- New feature in TFW version 2.61 and is used to update*
                                   - firmware in newer boards such as the ETX.

Batch Function

This list contains several functions that allow for polling and maintenance batch operations:

- **Phone List**   - Listing of phones with ID numbers to be called.
- **Setup**   - Allows setup of a new batch file (must do phone list first)
- **Execute**   **-** Runs the selected batch file immediately.
- **View Batch Log**   **-** Allows viewing the results of a batch operation.

Incoming Function

This function allows viewing of incoming calls record.

- **View Incoming**   - Record of Service Entry Codes called in by phones.

Setting Function

This list is used for scheduling and software configuration:

- **AutoCall Schedule**   - Used to setup a schedule for batch operations
- **AutoAnswer Schedule** - Used to setup a schedule for auto answer operations.
- **System Configuration** - Miscellanous software setting (Port settings, etc.)

Reports Function

This list allows various report generation: (***Note:*** Call Detail Records is only functional in version 2.61 or later.)

- **Call Detail Records**   - Financial breakdown of calls by selected type.
- **Report**   - Financial breakdown of all calls by type

Flags Function

This list contains several functions that can be performed on a phone during direct communication However, a few functions are not relevant to your initial set-up and are placed in small, italicized fonts. The complete listing of the functions under **Direct** are:

- **View New Flags** - Allows viewing of newly generated flags.
- **Review Flags** - Allows reviewing of saved flag files.

Rate Table Editor

The Rate Table Editor is an optional program which allows the contents of a rate table to be edited. This program cannot create a new rate table but only edit those already available.

Quick Exit

Selecting this function closes the Telelink program and returns you to the Windows operating system.

Initial Programming Setup

The only items that must be setup to initially program the phone are:

- **AOS Scripts** - Alternate Operator Services (Example: Qwest, MCI).
- **CSN Table** - Used for programming special numbers.
- **Programmable Features** - Determines various features of operation.
- **Rate Table** - Determines the applicable rate and type of call.

Note: This manual is structured to follow the layout of the telelink program so it is recommended you read and study the *AOS Scripts, CSN Table, Programmable Features and Rate Table* sections first.

AOS Scripts

The first section under **"Direct"** we will discuss is **"AOS Scripts"**. "AOS" stands for "Alternate Operator Service." You might also see the acronym OSP ("Operator Service Provider) used in the payphone industry. Under the Direct function select AOS scripts to set up the protocol to match what will be entered in the Programmable Features (Options 43a-e). Normally AOS script 1 is used for the 0+ service (Programmable Features Options 43b, c, d) and AOS script 2 is used for the 0- and 00 service (Programmable Features Options 43e, g). If your alternate operator gives you a 1010xxx number as your access number, enter your scripts as follows:

First, click on **_AOS Script 1_** in the active script box.

  a) If there is any text in the window then click on Clear on the lower right.
  b) Click on Instructions between File and Transfer. Ten different instructions will appear.
  c) Select the following instructions in the order listed and click on the Add button.

Step 01-Dial AOS phone #1   -- (Instruction 1-click mouse on phone #1 on menu)
Step 02-Dial DTMF 0   -- (Instruction 4-then pick 0 on menu)
Step 03-Dial Destination   -- (Instruction 6)
Step 04-Wait for DTMF B from AOS   -- (Instruction 9--select B on menu)

Phone #. 1-010-288-****   -- (enter your 101xxxx access code as shown)
Auth. Code: ****************   -- (unless auth code is provided enter all stars)

If you entered all information correctly then you should see the following:

Note: Notice the red reminder to save your file.

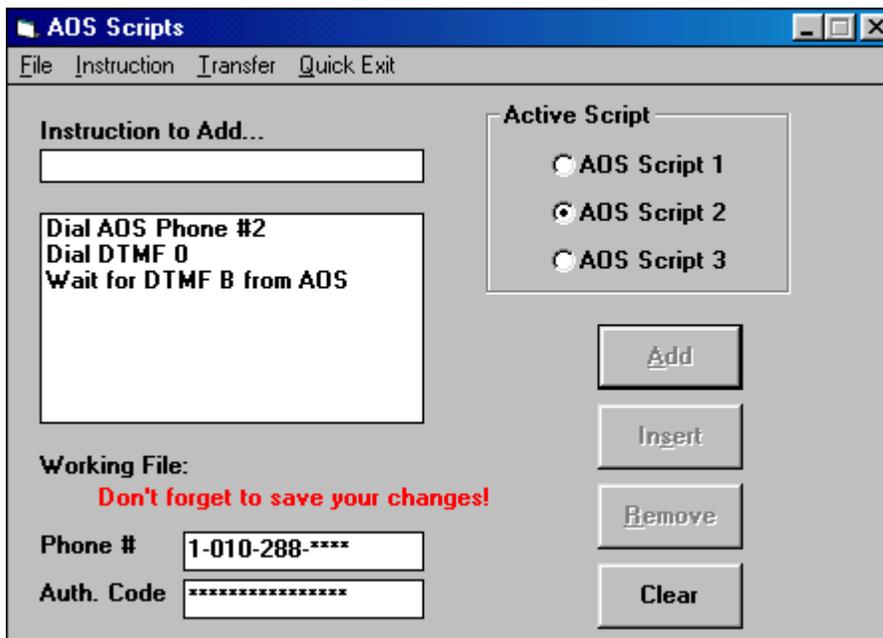Now click on **_AOS Script 2_** in the active script box.

    a)   If there is any text in the window then click on Clear on the lower right.
    b)   Click on Instructions between File and Transfer. Ten different instructions will appear.
    c)   Select the following instructions in the order listed and click on the Add button.

The 0- (dialing 0 alone) and 00 script utilizing a 101xxxx #, should look as follows:

Step 01- Dial AOS phone #2   -- (Instruction 1-click mouse on phone #2)
Step 02- Dial DTMF –0   -- (Instruction 4-then click 0 on the menu)
Step 03- Wait for DTMF B from AOS   -- (Instruction 9--select B on menu)

Phone # 1-010-288-****   (note: On a 0- and 00 script there is no destination to dial,
Auth. Code: ****************   that is why there is one less Instruction).

If you entered the information correctly you should see the following:

Note: Notice the red reminder to save your file.

If your 0+ carrier gives you an 800 number to program instead of a 1010xxx number they are
responsible to provide the scripts to be use,   the protocol may look like this:

Example: Conquest for a 0+ script utilizing an 800 number may look like the following script:

Click on **_AOS Script 1_** in the active script box.

    a)   If there is any text in the window then click on Clear on the lower right.
    b)   Click on Instructions between File and Transfer. Ten different instructions will appear.
    c)   Select the following instructions in the order listed and click on the Add button.

Step 01-Dial AOS Phone #1   -- (Instruction 1--menu #1)
Step 02-Wait for Dialtone /400 Hz   -- (Instruction 7)
Step 03-Dial ANI   -- (Instruction 3--make sure Programmable feature opt. 41
Step 04-Dial DTMF 0   has the complete payphone number in it.)
Step 05-Dial Destination
Step 06-Wait for DTMF B from AOS+

Phone #:1-800-388-6708
Authorization Code:****************

Example: Conquest for 0- and 00 script utilizing an 800 number may look like the following script:

Now, click on ***AOS Script 2*** in the active script box.

    a) If there is any text in the window then click on Clear on the lower right.
    b) Click on Instructions between File and Transfer. Ten different instructions will appear.
    c) Select the following instructions in the order listed and click on the Add button.

Step 01- Dial AOS Phone #2
Step 02- Wait for Dialtone/400 Hz
Step 03-Dial ANI   -- (make sure Programmable Features option 41 is filled in)
Step 04-Dial DTMF 0
Step 05- Wait for DTMF B from AOS

Phone #: 1-800-388-6708
Authorization Code: ****************

Note1: When completing your AOS Scripts, make sure you go to File and Save As and name each script separately. You must load each script separately into the AOS Script window to do a direct download.

The process to do a direct download is:

    a) Click on AOS Script 1 in the active script box.
    b) Select File/Open and select your script 1 as previously saved.
    c) Click on AOS Script 2 in the active script box.
    d) Select File/Open and select your script 2 as previously saved.
    e) Select Transfer/Download and then enter the appropriate phone number and ID info.

Note2: Check your PUC for which 0+ calls can be routed to your alternate operator--since some states restrict 0+ local and/or 0-.

Collection Status

The next heading under *"Direct"* we will discuss is *"Collection Status"*. To obtain information on a certain payphone, click **Transfer** and **UPLOAD**. Enter the payphone's phone number and ID in the connect to a phone box and select OK. As your collection information is displayed on your computer screen, you will see exactly the types of calls that are being placed as shown in the following example.

The information at the top of the box is for identification purpose only. The nine headings in the collection field are:

a) *Coin Data* -- shows how much is in the coin box, and the cumulative total (which is the running total in the phone). Note: the coin data field cannot be changed from this window. To change the coin total to "zero" upload the programmable features, set option 17 to $0.00, tag this option and do a tagged download. The remaining eight headings display exactly what type of calls are being placed.
b) Local calls
c) Long distance calls (1+)
d) Operator Assisted (0- 00 and 0+)
e) Directory Assistance (411,1411, 555-1212, NPA (foreign area code) 555-1212)
f) Instant Refund--showing how many refunds you have given
g) 950 calls--which are a classified as a local 800 calls.
h) 1-800 calls--free calls in most states
i) 101xxxx0 calls--Dial Around Compensation calls

Note that options b through i are counters, which can be cleared when doing a polling batch operation or manually (Direct Method). To clear the counters manually:

1. Click on **Transfer** and **UPLOAD**.
2. When the information is brought up on your screen, click the **Clear** button.
3. Click on **Transfer** and **Download**.
4. Remember, just because the screen on your computer is changed, it does not mean your payphone has changed. That is why we must **Transfer** and **Download** the information back.

To view a **Collection Log:**

1. Click **File** and **Open Collection Log.** In the large left-hand box you will see the dates in which you uploaded a collection status for a particular phone.
2. Click your mouse on the date you want to review and press **OK**.
3. If you polled more than one payphone on that given date, click **Next** on the lower "headings" to see the collection status of the next phone.

Note: Both **SMDR** and **Collection Status** headings have "comma delimited" options beneath the **File** heading. These options are used to **Transfer** information to spreadsheet software.

CSN Table

The next heading under **"Direct"** we will discuss is **"CSN Table"**. When the CSN Table is opened you will see the screen shown below.
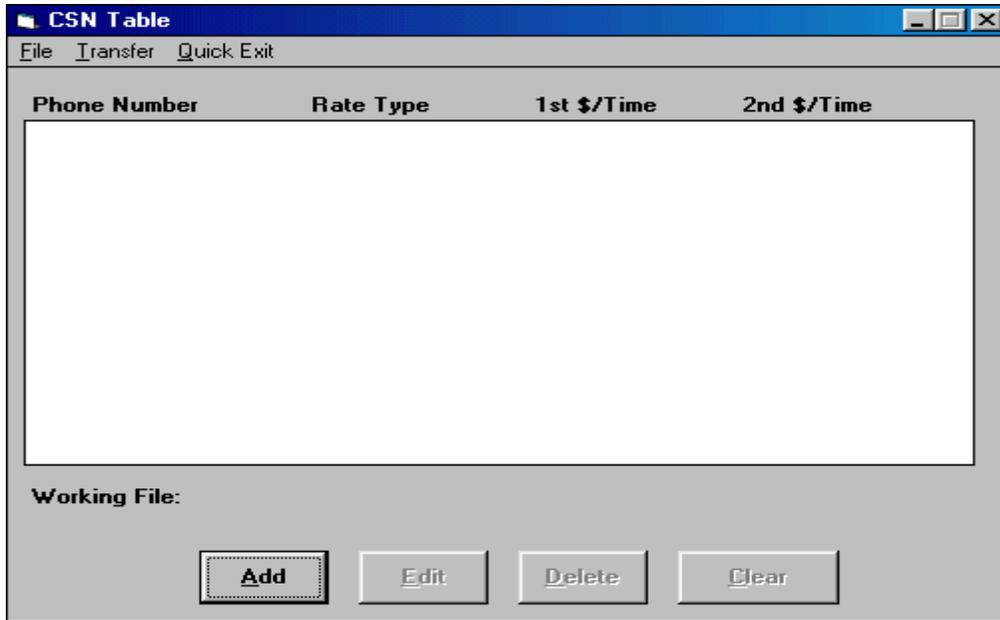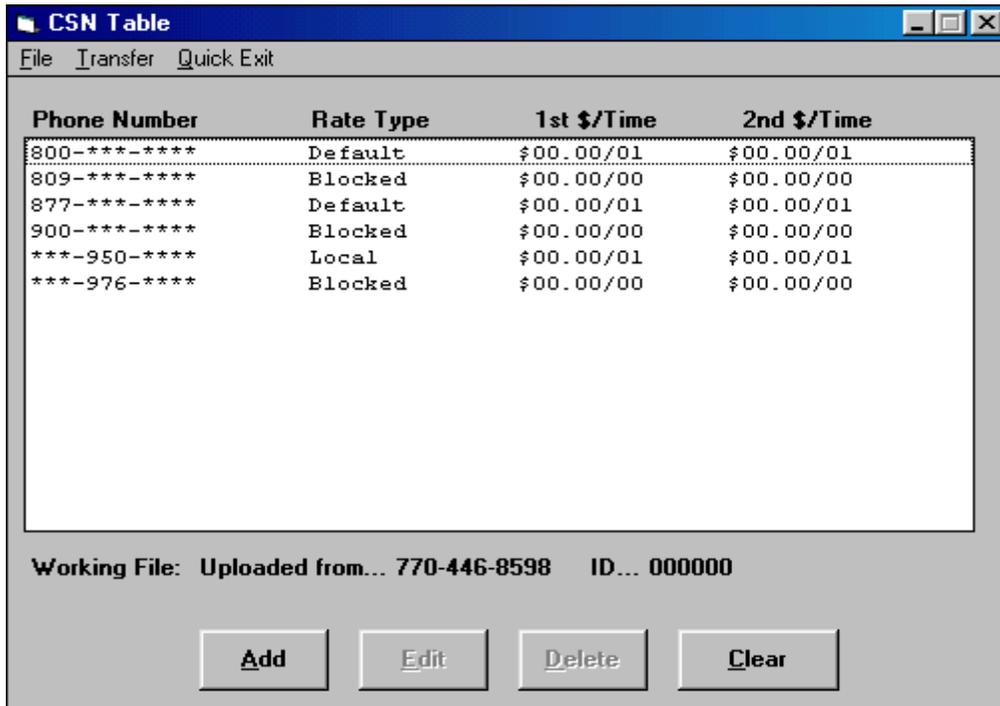
```
┌──────────────────────────────────────────────────────────────────┐
│ ▓ CSN Table                                            _ □ ✕       │
│ File  Transfer  Quick Exit                                         │
├──────────────────────────────────────────────────────────────────┤
│  Phone Number          Rate Type        1st $/Time      2nd $/Time │
│  ┌──────────────────────────────────────────────────────────────┐ │
│  │                                                              │ │
│  │                                                              │ │
│  │                                                              │ │
│  │                                                              │ │
│  │                                                              │ │
│  │                                                              │ │
│  │                                                              │ │
│  └──────────────────────────────────────────────────────────────┘ │
│  Working File:                                                     │
│                                                                    │
│         ┌─────────┐   ┌─────────┐  ┌─────────┐  ┌─────────┐       │
│         │  Add    │   │  Edit   │  │ Delete  │  │  Clear  │       │
│         └─────────┘   └─────────┘  └─────────┘  └─────────┘       │
└──────────────────────────────────────────────────────────────────┘
```

To obtain information on a certain payphone, click **Transfer** and **UPLOAD**. Enter the payphone's phone number and ID in the connect to a phone box and select OK. As your CSN information is displayed on your computer screen, you will see all the Custom Special Numbers that are set up in the phone as shown below (This is only a sample):

```
┌──────────────────────────────────────────────────────────────────┐
│ ▓ CSN Table                                            _ □ ✕       │
│ File  Transfer  Quick Exit                                         │
├──────────────────────────────────────────────────────────────────┤
│  Phone Number          Rate Type        1st $/Time      2nd $/Time │
│  ┌──────────────────────────────────────────────────────────────┐ │
│  │ 800-***-****       Default       $00.00/01       $00.00/01   │ │
│  │ 809-***-****       Blocked       $00.00/00       $00.00/00   │ │
│  │ 877-***-****       Default       $00.00/01       $00.00/01   │ │
│  │ 900-***-****       Blocked       $00.00/00       $00.00/00   │ │
│  │ ***-950-****       Local         $00.00/01       $00.00/01   │ │
│  │ ***-976-****       Blocked       $00.00/00       $00.00/00   │ │
│  │                                                              │ │
│  └──────────────────────────────────────────────────────────────┘ │
│  Working File:  Uploaded from... 770-446-8598    ID... 000000     │
│                                                                    │
│         ┌─────────┐   ┌─────────┐  ┌─────────┐  ┌─────────┐       │
│         │  Add    │   │  Edit   │  │ Delete  │  │  Clear  │       │
│         └─────────┘   └─────────┘  └─────────┘  └─────────┘       │
└──────────────────────────────────────────────────────────────────┘
```

To add an entry, select the **ADD** button. To edit an entry, highlight the entry you want to edit and select **EDIT** button. This will produce the add/edit window shown here:

After filling in the appropriate information, select OK and the new entry will be added to the table. If you want to select:

- A specific area code then enter the number as 900-***-****
- A specific prefix code then enter the number as ***-916-****
- A specific area and prefix code then enter the number as 900-916-****
- A specific number then enter the number as 770-448-7788 or ***-448-7788 depending if the area is seven digit or ten digit dialing.
- As a free call enter the phone number. Select the type of call (normally local), set the Initial Amount as $00.00 and the Initial Period to 01, then set the Second Amount to $00.00 and the Second Period to 01.

Programmable Features

The next heading under *"Direct"* we will discuss is *"Programmable Features"*. To begin, click on **Direct** and then select **Programmable Features**. A blank screen showing Option boxes will appear as shown below. To obtain information on a certain payphone, click **Transfer** and **UPLOAD**. Enter the payphone's phone number and ID in the connect to a phone box and select OK. Note that the four types of calls are:

Local ------ any call to a local prefix handled by your local phone company.
Intralata --- local toll calls within the home state but outside the local prefix.
Interlata --- long distance calls within the home state but outside the local calling area.
Interstate – long distance calls outside the boundaries of your home state.

Under **File** you will find:

a)	Open	- Open a saved feature file.
b)	Save	- Save the feature file presently displayed.
c)	Save As	- Save the feature file presently display under a new name.
d)	Save Tagged as	- Save only those items that are tagged in the feature file.
e)	Print	- Print the feature file presently displayed on a printer.
f)	Export to a comma delimited file	- Save the feature file for access by other programs.
g)	Exit	- Exit the feature file window and return to main window.

Under **Transfer** you will find:

a)	Download	- Download the full feature file into a phone.
b)	Upload	- Upload a feature file from a phone.
c)	Tagged Download	- Download only the tagged items to a phone.

Quick Exit   - Closes the programmable features window and returns you to previous screen.

Now, click on **File** and **Open**. A large box (Open **Programmable Features**) will appear on the left side of your screen. The 7-D3 boards will use the V32-xx.fea files and ETX boards will use the V40-00.fea file. Highlight the appropriate feature file with your mouse and press **OK**. The option boxes will be "filled in" with default settings.

On the bottom right corner, the buttons will read **Next** and **Previous**. Click on **Next** button and you will notice that the next seven options will be shown in the window. There are upwards to 99 options depending on the payphone model that you have. Click on **Previous** until you get back to Option 01. To modify the value within an option, double click on the value inside an Option box. This will bring up a box giving you the definition of the Option and a space below that will be highlighted to allow you to change the value of that option.

Listed below are options, and corresponding definitions, of the **Programmable Features** based upon the V32-10 feature file.

Option 01 -- **ID number** – use this to change the ID number in your phone. Your payphone reports service codes to the number listed in Option 02 by this ID number. Therefore, it is important to be able to identify a particular payphone by this number. To change the phone's ID number upload the programmable feature file from the phone using the 000000 ID number. Change the ID number in option 01. Tag option 01 then do a tagged download. Upload the time and date from the phone using the new ID number and verify it will upload. Default from the factory is 000000

Option 02a -- **Callback Number –** Callback number to report phone status (flags). Use * for unused digits and 0-000-000-0000 to turn off the callback function. This option can be programmed to call back through an answering machine or modem as set in option 2b. This is an important feature because it will alert you if you experience the following service codes:

1. **Coin jam** - shows dimes, nickels, quarters
2. **Inactivity** (less than a certain amount of calls) set in option 31a
3. Your **SMDR** is full and needs to be cleared - **SMDR** option 65a+b - **SMDR** stands for Station Message Detailed Report -- i.e. – Records every number called from that phone.
4. **Coin Box Is Full** – Set in Option 05 (Maximum Amount Allowed)
5. **Handset Missing**

To enter in your callback number correctly, enter your home computer or answering machine number, as you would call your phone. For example, if your phone is in another area code, fill in the complete phone # in 2a, using 1 and the area code. If your phones are 7 digit calls from your house use *****(asterisks) to fill up 1 and the area code and put in the seven digit number of your home answering machine or computer (example *-***-448-7788 or *-770-448-7788 or 1-770-448-7788).

Option 02b -- **Callback Method –** This option can be programmed to call the callback number set in option 2a through an answering machine (choose Voice in option 2b) or through your computer modem (choose Modem in option 2b).

Option 03---**211 refund Number –** Enter the number that will be dialed when a person dials 211. This number can be your home, business or voice mail. When a person loses money or has a compliant they can dial 211 to receive a refund or leave a message about their problem. Option 52a must be set to "YES" to enable this function. You may use a phone service to handle these calls (1-800#) but most likely you will use your answering machine to handle these calls.

Option 04 – **611 Repair Number** – Number dialed when a user dials "611". Use * for unused digits and 0-000-000-0000 to disable the 611 function.

Option 05 – **Maximum Amount Allowed** – The coin box will hold approximately $170.00 Enter the maximum amount you want to consider as a full coin box. When the coin box counter reaches or exceeds this amount, the phone will call the number set in option 2a to report this status. Using a figure

such as $150.00 will allow additional collections and you time to get to the phone to empty the box. Enter $0000.00 to disable this function.

Option 06 -- **Variable rates** – Used to allow day, evening or night discount rates on long distance rates controlled by the rate table. Default is "yes" and it is recommended that this always be set to yes.

Option 07a -- **411 charge** -- if you have 411-directory assistance in your state and you can charge for it, enter in the amount below. To find out if you can charge, call your PUC, or Public Utility Commission. They have the answers to many of the questions that arise in **Programmable Features**. You will see more references to your PUC as we explain more in detail.

Option 07b -- **Alternate 411** -- Some states do not dial 411. It is believed that Texas' 411 Directory Assistance is actually 1411. If your state is like Texas, enter in 7 asterisks (*) then 1411 in this option.

Option 08a -- **555-1212 Charge** -- Cost for directory assistance anywhere in home area code, which is area code where your phone is located. Although the charge can be set as high as $9.95 the default amount is $1.00

Option 08b -- **Alternate 555-1212 Number** --This will allow you to reroute your 555-1212 to another number who will give you a better rate on information charges. Enter all *s to defeat the reroute.

Option 09a -- **NPA-555-1212 Charge** -- Cost for directory assistance outside of the home area code. Charge can be set as high as $9.95 but the default is $1.00.

Option 09b -- **Alternate NPA-555-1212 Number** --This will allow you to reroute your NPA-555-1212 to another number for a better rate on information charges. Enter all *s to defeat the reroute.

Option 10a – **Local Delay** –Delay in seconds before answer supervision begins on local calls. Answer supervision is function that checks for an answer on the line. Default and recommended value is 00.

Option 10b -- **Long Distance Delay** -- Delay in seconds before answer supervision begins on long distance calls. Default and recommended value is 00.

Option 11 -- **Attack/Decay Adjust** – Answer supervision sensitivity setting. This setting determines the timing and strength required to acknowledge an answer on the line. The lower the value the sooner the phone can acknowledge an answer. Caution: Do not set this value to low as noise on the line will then cause problems. Default and recommended value is 06.

Option 12 -- **Grace Period** – Grace time in seconds after microphone is unmuted when caller can receive a refund. Default and recommended value is 02.

Option 13a -- **Wink Duration** – Duration in tens of milliseconds for the minimum time to recognize a valid wink signal. Default and recommended value is 08.

Option 13b -- **Wink Delay** – Time in seconds before phone begins to look for a wink. Default and recommended value is 10.

Option 15a – **PBX Option On?** – Enables a single PBX prefix digit to be dialed. Default is "NO".

Option 15b – **PBX Digit** – Enter the PBX digit you need to use. You can only enter information in this option if option 15a is set to "YES".

Option 16a – **Operator Block?** – Enabling this function will block calls to the operator. Default and recommended is "NO".

Option 16b – **DTMF or Pulse** – Selects the type of dialing to be used by the phone. Default is DTMF.

Option 17 -- **Coin Box Total** – Current value of coins in the coin box. Will show coin box total of a specific payphone when you **UPLOAD** the **Programmable Features**. Be careful when **Downloading** to payphone because this option will clear your coin box total.

Option 18---**Cumulative Total** – Running total of the cumulative amount of money put in a specific payphone. Be careful when **Downloading** to payphone because this option will clear your coin box cumulative total.

Option 19a – **Max. Outgoing Rings**. – Maximum number of outgoing rings before the phone hangs up and refunds the user's money. This option can be set as high as 15 rings, but usually an answering machine will pick up at 4-6 rings. Default is 12.

Option 19b – **Max. Incoming Rings**. – Maximum number of incoming rings before phone answers and transmits an answer tone. To block incoming rings, you can unplug the ringer in the phone and set your rings to 01. Remember that you must have at least one incoming ring in order to connect to your payphone. If you set the incoming rings to zero by mistake, you unfortunately will have to reset the rings manually at the payphone itself. Default is 03.

Option 19c -- **Polling Time Start –** Start time for the polling window. If your polling time is within the polling window set by 19c and 19d, this option changes 19b to 01 and will answer on the first incoming ring. Set this time in military hours, this is most useful when polling your phones through Autocall or Manual Polling. Default is 00 for midnight.

Option 19d -- **Polling Time End --** Ending time of polling window set in military hours. This value must be higher than 19a to enable polling time function. At the end of the polling window this option will reset option 19b back to its original setting. Set this to the same as 19c to disable this function. This is most useful when polling your phones through Autocall or Manual Polling. Default is 00 which has the polling time function disabled.

Option 31a -- **Minimum Calls/Day --** If the phone does not complete the minimum number of calls set in this option, then the callback feature of your payphone will alert you using option 02 callback number. This can indicate a malfunction at the payphone site.

Option 31b -- **Callback Time Start** – The phone will begin to call home at this hour if there are errors (flags) to report. The phone will report "flags" (Handset Missing, Coinbox Full, SMDR full, Inactivity Alert [Opt.31a] and Coin Jam) during these hours. Set this time in military hours. Recommended settings--31b-20, 31c-21, sets callback period to 8PM to 9PM. Default is 00, which is midnight.

Option 31c -- **Callback Time End** -- The phone will stop attempting to call home at this hour. The value must be greater than the value in Option 31b. If it is set to the same as option 31b then the callback time function will be disabled. Default is 00 which is the same default as 31b and has callback time function disabled.

Option 31d: **Max Callback Attempt** – The number of times the phone will call back when a call back flag is set. The phone will try to call every minute making the phone unusable during the callback time when the callback number is busy or has a problem. It is recommended that you give your phone at least 5 attempts to report the flag if it is not successful then it will try again tomorrow. Recommended setting is 05.

Option 37 – **DTMF Speed –** Dialing time for tones and inter-digit delays. Fast is 50 milliseconds for tones and 50 milliseconds for inter-digit delay. Slow is 100 milliseconds for tones and 100 milliseconds for inter-digit delay. The default value and recommended setting is fast.

Option 38a: **Local Swt/OCC Code #** -- This option will allow you to reroute your direct dialed local calls to another carrier. You have the choice of two 101xxxx OCC numbers which are entered in options 38g

and 38h or two switch numbers for 800 & 950 access which are options 38i & 38j and 38k & 38l. Enter [00-04] to route call accordingly. To defeat enter 00, which will route call to LEC, 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k.

Option 38b: **IntraL Swt/OCC Code#** -- Just as in 38a, this option will allow you to reroute direct dialed Intralata calls to another carrier. To defeat enter 00, which will route call to LEC, 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k.

Option 38c: **InterL Swt/OCC Code#** -- Just as in 38a, this option will allow you to reroute direct dialed Interlata coin calls to another carrier. To defeat enter 00, which will route call to LEC, 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k.

Option 38d: **InterS Swt/OCC Code#** -- Just as in 38a, this option will allow you to reroute direct dialed Interstate coin calls to another carrier. To defeat enter 00, which will route call to LEC, 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k.

Option 38e: **InterN Swt/OCC Code#** -- Just as in 38a, this option will allow you to reroute direct dialed International coin calls to another carrier. To defeat enter 00, which will route call to LEC, 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k. This option is not often used due to the proliferation of international fraud.

Option 38f: **Callback Srv. Code#** -- This option will allow you to reroute your callback number set in option (02) to an alternate carrier. You have the choice of two 101xxxx OCC numbers which are entered in options 38g and 38h or two switch numbers for 800 & 950 access which are options 38i & 38j and 38k & 38l. Enter [00-04] to route call accordingly. To defeat enter 00, which will direct dial the callback number in option (02). 01 routes to 38g, 02 routes to 38h, 03 routes to 38i and 04 routes to 38k.

Option 38g: **OCC Code #1 Number** – Enter your OCC code #1 (should be 101XXXX) for the carrier of your choice. Use * for unused digits.

Option 38h: **OCC Code #2 Number** – Enter your OCC code #2 (should be a 101XXXX) for the carrier of your choice. Use * for unused digits.

Option 38i: **Swtch Service #3 Number** – Enter you 1-800 or 950 access phone number for the carrier of your choice. Use * to fill unused digits.

Option 38j: **Switch Service #3 ID** – Authorization code for switch service #3 switch access. Use * to fill unused digits. Enter all 0's to disable.

Option 38k: **Swtch Service #4 Number** – Enter you 1-800 or 950 access phone number for the carrier of your choice. Use * to fill unused digits. Use * to fill unused digits.

Option 38l: **Switch Service #4 ID** – Authorization code for switch service #4 switch access. Use * to fill unused digits. Enter all 0's to disable.

Option 38m: **Add Home NPA If Swt?** – Phone will add the home area code to any call dialed as 7 digits or 1+ 7 digits provided the call is routed by an OCC/Switch number in option 38.

Option 39: **Call on Box Collected?** – If this option is set to YES, then when the coin box total is reset at the phone by the dial pad using the reset sequence of #6digitid#2. The phone will follow the instructions provided by options 02a, 02b, 31b, 31c and 31d. If your callback is not activated and this option is set to YES, when the phone is polled by the Telelink software a flag will show that the phone has been collected.

Option 40---**Call if Coin Jam?** – If this option is set to YES, and the phone detects a coin jam the phone will follow the instructions provided by options 02a, 02b, 31b, 31c and 31d. If your callback is not activated and this option is set to YES, when the phone is polled by the Telelink software a flag will show that the phone has coin jam. This callback feature should always be set to yes to alert you of a coin jam detected in the coin switch.

Option 41---**Payphone's Phone#** - The actual phone number of the payphone should be entered in this option. This option is used for callback services and for AOS scripts when sending the ANI (Automatic Number Identification) of the payphone.

Option 42---**Add # to 0- Calls?** – If this option is set to YES then when 0 is dialed from the payphone the 0 will be followed by the # which normally tells the LEC that there is no destination. This does not pertain to AOS scripts. The recommended setting is YES.

Option 43a---**Local Script**—very similar to Option 38, this option is reserved for routing local calls to your 0+(AOS) carrier (7 digits). You have the ability to route calls through three different carriers. Select [0 - 3] to route call to carrier programmed in the respective **AOS Scripts.** Entering [0] will route call to LEC. The usual settings is 0.

Option 43b -- **Intralata Script** – Enter the AOS script number that is set up to handle your Intralata 0+ calls. Enter 0 to allow intralata calls to go through your LEC or PIC (Prescribed Interexchange Carrier). These calls are classified as not local or interstate. The usual setting is 1 provided you have a script 1.

Option 43c -- **Interlata Script** – Enter the AOS script number that is set up to handle your Interlata 0+ calls. Enter 0 to allow interlata calls to go through your PIC. The usual setting is 1 provided you have a script 1.

Option 43d---**Interstate Script** -- Enter the AOS script number that is set up to handle your interstate 0+ calls. Enter 0 to allow your interstate calls to go through your PIC. The usual setting is 1 provided you have a script 1.

Option 43e----**0- Scripts** – Enter the AOS script number that is set up to handle your 0- calls. This is the type call when 0 only is pressed on the keypad and uses a different protocol then 0+, since you are dialing 0 alone. You must call your PUC to see which 0 calls are legal to send to your AOS, since all states are different. For example, in Georgia, payphone providers must send their 0+ local calls and their 0- calls to BellSouth. The usual setting is 2 provided you have a script 2.

Option 43f---**International Scripts** – Enter the AOS script that is set up to handle your international calls. Enter 0 to allow international calls to go through your PIC. If your international carrier is the same as your interlata, intralata or interstate carrier then you can use the same AOS script that is used by settings in 43b, 43c or 43d whichever is appropriate. To setup this script using a different carrier may require setup of a AOS script 3 which is set up exactly like script 1 but using "dial number 3" and the proper carrier number in the phone number block. For help setting up this script contact Ernest Telecom.

Option 43g: **00 Script** – Enter the AOS script number that is set up to handle your 00 calls. This is the type call when 00 only is pressed on the keypad and uses a different protocol then 0+, since you are dialing 00 alone. Uless you have some special requirements this is setup just like your 0- calls (option 43e). The usual setting is 2 provided you have a script 2.

Option 43h -- **10288 splashback** -- If a splash-back tone is sent by an AOS or your 0 carrier is not available, the call will be routed to AT&T.

Option 47h – **Open Keypad Time** – Time in minutes/seconds for the DTMF to be active. If no tones are desired then set to 00:00. If no wink is available from the LEC then set to 00:00.

Option 48a -- **Local Initial Amount** – Override rate for local calls. Enter the amount in this settings that you want to charge for the first time duration of a local call as set in option 48b. Options 48a-d will override the charges set in the rate table.

Option 48b -- **Local Initial Time --** Enter the initial amount of time for the first time duration

Option 48c -- **Local Second Amount** -- Enter the secondary amount to charge for each additional increment of time for a local call as set in option 48d.

Option 48d -- **Local Second Time** – Enter the time for each additional time increment that is allowed after the time increment set in option 48b has elapsed. After each time increment has elapsed this time will keep cycling until the call is complete.

Note: If options 48a-d are utilized then 48a-d must be filled in for the local override to function properly otherwise, you risk free local calls for your customer. Additionally options 48b and 48d must have a minimum time of 01. To set your local calls to 35 cents for every 5 minutes, enter it as follows: 48a -- 0.35, 48b -- 05, 48c -- 0.35 and 48d -- 05. To program for a local call that charges 35 cents with no time limit enter 48a – 0.35, 48b – 01, 48c -- 0.00 and 48d -- 01.

Option 49 – **Operator Msg. Count** – Number of times the payphone will say "**Operator, this is not a billable number"** on an incoming call when someone answers the payphone. This should keep someone from accepting a collect call at the payphone. Enter 0 to disable this option.

Option 50 – **Add Home NPA** -- If the 1+7 digits or 7 digit calls are not routed through OCC/Switch number, the home NPA (local area code) will be added. You must have a proper rate table for this option to work properly. Recommended setting is NO unless you have 10 digit local calling

Option 52a – **Instant Refund On?** – Enables the ##0 command to allow you to give a free call to a customer who dialed 211 to report a problem. Recommended setting is YES. (See the D3 Users manual for instructions on 211 refunds)

Option 52b – **Instant Refund Calls** – Allows you to keep track of how many instant refunds were given.

Option 52c – **Instant Refund Amount** – The amount that is allowed when an instant refund is authorized.

Option 52d – **211 Call Timer** – The amount of time in minutes a caller can stay on a211 call. 99 is unlimited and 00 will prevent 211 calls from being placed. Recommended and default setting is 99.

Option 56 -- **FNPA 7-Digits** -- If your payphones are in an area where you can dial 7 digits to call into another area code this option must be set to YES. If you have 10 digit local calling some people may dial only 7 digits and if the number dialed is not in the home area code the phone will ask for a long distance charge. Setting this to YES will allow the caller to hear a local charge, however the LEC will make the caller hang up and dial 10 digits.

Option 57 --- **Electronic Coin Mech.** – Answer YES if you are using a Mars MS16 or Quadrum electronic scanner. If YES is selected when using a regular mechanical coin mechanism then the phone will think it has a coin jam.

Option 62a – **Inter-digit Time** – This is the length of time of the pause between each digit that is dialed out. The can be set between 04 – 09 seconds. The recommended and default setting is 08.

Option 62b – **Dialing Timer #1** – The amount of time in seconds for the caller to enter their number before Dial Timer #2 begins or the phone hangs up. This time should be set lower than the amount of time the LEC allows.

Option 62c – **Dialing Timer #2** – The amount of time in seconds allowed between the predial digits separated by the # sign.

Option 62d -- **Predial Digits** – Digits dialed out after Dial Timer #1 ends in order to maintain the line connection. Enter # to separate additional digits. Default is 1800#4#4#4#4#4##. This number will be dialed to hold the line while the caller is trying to finish dialing and depositing their money. After the number has been dialed and the money deposited the phone will stop doing the predial process and dial the caller's number.

Option 63a – **Delayed Dialing All** – YES will cause the phone to speed dial the number after the caller has dialed the number and deposited all required money for all types of calls placed. The default setting is NO.

Option 63b – **Delayed Dialing Int** – YES will cause the phone to speed dial the number after the caller has dialed the number and deposited all required money for international calls only. The default setting is NO.

Note: If you are not polling your phones on a regular basis using your TFW software it is recommended that options 65a and 65b be set to NO.

Option 65a -- **Enable SMDR** – Enables the internal memory to keep track of all calls (except local) that are placed on the payphone. This option is helpful to check on fraudulent numbers as well as to match up your phone company's billing for all calls except local.

Option 65b -- **Enable SMDR on local?** – Enables the internal memory to keep track of all local calls that are placed on the payphone. This option is helpful to check on fraudulent numbers as well as to match up your phone company's billing for all local calls.

Option 66a -- **Incoming Free Time** –Enter in seconds the initial amount of free time allowed for incoming calls. Enter 000 to allow free incoming calls. Default is 000.

Option 66b -- **IC 2nd Period Amount** – Enter the amount you want to charge for the additional time on incoming calls set by option 66c. Enter "0.00" to allow free additional incoming call time. This amount is charged on the time period set in option 66c after the time in 66a has expired. Default is $0.00

Option 66c – **IC Secondary Period** – Enter in minutes the amount of time allowed for the secondary time period for incoming calls. Enter "00" to allow free additional time on incoming time. Default is 00

Note: Option 67a-d -- Generally should not be used and should normally be set to all stars.

Option 67a -- **10 Dgt O'rde 1st Amt** – 10 digit override initial amount. Default is $*.**

Option 67b -- **10 Dgt O'rde 1st Per** – 10 digit override initial period. Default is **

Option 67c -- **10 Dgt O'rde 2nd Amt** – 10 digit override secondary amount. Default is $*.**

Option 67d -- **10 Dgt O'rde 2nd Per** – 10 digit override secondary period. Default is **

Note: Option 68a through 68d are normally used to block calls that are suspected of being line tap fraud or clip on fraud on your incoming payphone line. These options need to be set up in accordance with your service provider requirements.

Option 68a – **Call Blocking Digits** – Enter the number of digits (2 to 10 digits) in the call blocking pin that was assigned by your service provider. Enter 00 to disable the call blocking feature. If a # is needed include it in both option 68a and 68c. Default is 00

Option 68b – **Call Blocking Delay** – Enter the time in seconds that the phone should pause between dialing the phone number and the Call Blocking Pin. Default is 00

Option 68c – **Call Blocking Pin** – Enter the PIN assigned by your service provider for the Call Blocking feature. Default is all zeros.

Option 68d – **Send Pin on LD only?** – If set to YES, the pin number will be sent on 1+ (Direct dialed long distance & international) calls that are not rerouted. If you are using an OCC/Switch number for your 1+ calls this option will not work. This option applies only to 1+ calls that are dialed straight through your PIC (the LD carrier that was chosen when you ordered the line). Default is NO

Option 72a – **Enable 102880+?** – Enter YES to enable callers to dial the AT&T access code. Recommended setting is YES.

Option 72b – **Enable 10XXX0+?** – Enter YES to allow 10/101XXXX calls to other carriers. Recommended setting is YES.

Note: Option 73a-d --- Generally should not be used and should normally be set to all stars**.**

Option 73a --- **7-Dgt O'ride 1st Amt** – 7 digit override charge amount for the initial period set in option 73b. Default is $*.**

Option 73b --- **7Dgt O'ride 1st Time** – 7 digit override initial period. Default is **

Option 73c --- **7-Dgt O'ride 2nd Amt** – 7 digit override charge amount for the secondary period set in option 73d. Default is $*.**

Option 73d --- **7Dgt O'ride 2nd Time** – 7 digit override secondary initial period. Default is **

Option 73e---**7-digit default**--This option will treat any 7-digit call not recognized in the rate table as a local call. This option is not recommended for areas that have more than one local rate band. Ex: New York City. Default is "Yes" but it should be set to "No"

Option 74a – **1+ Override 1st Amt –** Override rate for 1+ calls. Enter the amount in this settings that you want to charge for the first time duration of a long distance call as set in option 74b. Options 74a-d will override the charges set in the rate table.

Option 74b – **1+ Override 1st Time --** Enter the initial amount of time for the first time duration

Option 74c – **1+ Override 2nd Amt** -- Enter the secondary amount to charge for each additional increment of time for a long distance call as set in option 74d.

Option 74d – **1+ Override 2nd Time** – Enter the time for each additional time increment that is allowed after the time increment set in option 74b has elapsed. After each time increment has elapsed this time will keep cycling until the call is complete.

Note: If options 74a-d are utilized then 74a-d must be filled in for the local override to function properly otherwise, you risk free local calls for your customer. Additionally options 74b and 74d must have a minimum time of 01. To set your long distance call to $1.00 for the first four minutes then 0.50 cents for each additional 2 minutes, enter it as follows: 74a – 1.00, 74b -- 04, 74c -- 0.50 and 74d -- 02. To program for a long distance call that charges $1.50 with no time limit enter 74a – 1.50, 74b – 01, 74c -- 0.00 and 74d -- 01.

Option 74e---**Intralata Override?** – YES will allow intralata calls to charge the override amount entered in 74a-d?

Option 99 – **Firmware Version** --This option shows the firmware version of the program chip that is in the payphone when the programmable features are uploaded by TFW. If you use the **File** / **Open** function and open the file from your computer it will show the version of feature file you open. This not an editable option.

Note: To allow the rate table to determine all rates ensure options 48a-d, 67a-d, 73a-d, 74a-d are all set to *s

Note: When you have completed entering your options, go to the heading **File** and **Save As**. When originally saving a File, it is recommended that you **Save As** instead of **Save**. Use **Save** when you want to make an addendum or change to a pre-existing File. This is your generic feature file and can be downloaded to your phones using the **Transfer** / **Download** feature.

Model ETX Additional Features

Based on the V40-00 feature file:

Option 14 – **311 Emergency Number** – Enter the number to be dialed when the caller dials the 311 emergency number. Use *s to fill in unused digits. Default is 0-000-000-0000.

Option 40b – **Coin Jam Threshold** – Enter the number of unsuccessful coin-call attempts that will set the coin jam flag. Calls made but hung up before any coins are deposited will not be considered and will not affect this setting. Only those calls made where coins are actually inserted will affect this feature. Default is 07.

Note: The previous 43h feature of the V32-10 feature file has moved to option 43l.

Option 43h – **1+ Credit Card Script** – Select the script that will be used to properly route and utilize a credit card for 1+ calls. Selecting 0 will disable this function.

Option 43i – **0+ Credit Card Script** – Select the script that will be used to properly route and utilize a credit card for 0+ calls. Selecting 0 will disable this function.

Option 43j – **611 Script** – Select the script that will be used to properly route 611 type calls. Selecting 0 will disable this function.

Option 43k – **Dir Assist Script** – Select the script that will be used to properly route directory assistance type calls. Selecting 0 will disable this function.

Option 43l -- **1010288 Splashback?** –If a splash-back tone is sent by an AOS or your 0 carrier is not available, the call will be routed to AT&T. This was the old option 43h in the V32-10 feature file and has the same function. Recommended setting is YES.
Option 43m – **0+ Credit Card Time** – Enter the amount of time the phone should wait for a valid card swipe before dialing the AOS. Default is set to 00.

Option 57 – **Electronic Coin Mech** --This option has been moved to option 98E.

Option 61a – **American Express?** --This option is set to allow using an American Express credit card for credit card type calls. Default is NO.

Option 61b – **Master Card?** --This option is set to allow using a Master Card credit card for credit card type calls. Default is NO.

Option 61c – **VISA Credit Cards?** --This option is set to allow using a VISA credit card for credit card type calls. Default is NO.

Option 61c – **Discover Cards?** --This option is set to allow using a Discover credit card for credit card type calls. Default is NO.

Option 75a – **Allow Voice Branding** –Yes will allow a custom message to be played during the time the phone is dialing after the number is dialed and all the money has been deposited. This is a special service that must be programmed by technicians at the Ernest factory. Default setting is No. If this is set to YES without the proper programming it will say a number such as 1 or 2.

Option 75b – **Allow Spanish** – Will allow Spanish as the language of choice if the board is programmed for Spanish.

Option 75c – **Allow French Voice?** –Will allow French as the language of choice if the board is programmed for the French.

Option 75d – **Default Language?** – Enables the language of choice based upon it's location. Enter 00 for English, 01 for Spanish and 02 for French. This option will allow for a future option to allow the user to select what language to use from the keypad or other type selector on the face of the phone.

Option 76a – **Volume Control = "#"** --This option allows you to use the # key as a volume control. Select YES to enable this feature and NO to disable it.

Option 98a – **Ni-Cad Battery?** --This option selects if a Ni-Cad battery is being used with the board.

Option 98b – **AC-DC Adaptor Mode?** – Select YES if you have a board that has been modified to accept an AC input.

Option 98c – **4th Column Keypad?** – Future expansion option.

Option 98d – **Display Type** --This option allows selection of various types of displays. Different types could be dependent upon country of origin. Enter 00 for no display, 01 for a 2 X 16 LCD, 02 for a 2 X 20 LCD and 03 for a 2 X 20 VF Display.
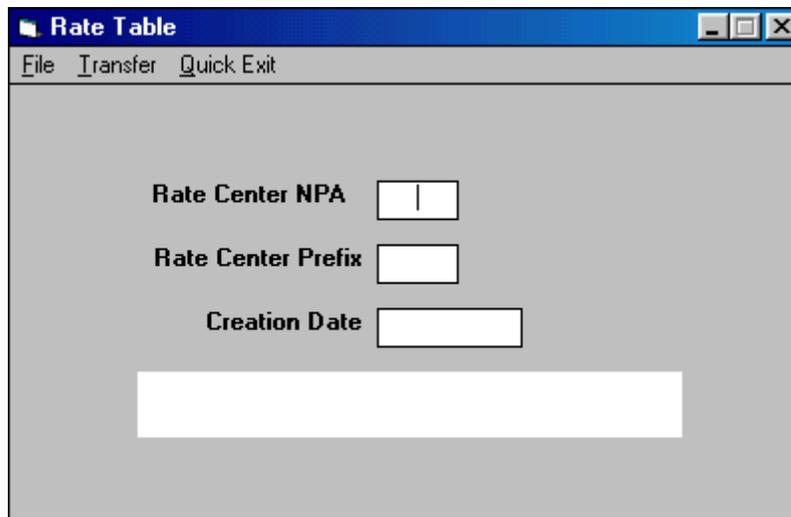
Option 98e --- **Electronic Coin Mech.** – Answer YES if you are using a Mars MS16 or Quadrum electronic scanner. If YES is selected when using a regular mechanical coin mechanism then the phone will think it has a coin jam.

Option 98f – **Board Serial Number** --This option shows the firmware version of the program chip that is in the payphone when the programmable features are uploaded by TFW. If you use the **File** / **Open** function and open the file from your computer it will show the version of feature file you open. This not an editable option.

Rate Table

The next item under **Direct** is **Rate Table**. The rate table tells the phone where in the country it is located and what amount will be charged in relation to the call being placed. When shipped the phones are programmed with a default rate table (Atlanta area), so it is vitally important to contact the rate department at Ernest Telecom to get the right rate table for your area. This will ensure your telephones charge the proper amounts for local and long distance calls. Rate tables are currently $50 each per rate center (which may include one or many prefixes). Rate table reorders (updates) currently cost $32 and are recommended every 6 months or when new area codes come into your local calling area (area code splits).

When clicking on **Rate Table**, it will bring up the **Rate Table** screen as shown below, which contains three headings: **File, Transfer** and **Quick Exit.**

To download the rate to your phone and assuming that you receive the rate file on disk for your specific prefixes the following procedure applies.

a) Insert the rate disk into your A: drive (or B: if that is the case)
b) Then in your Telelink program click on **Direct, Rate Table, File** and **Open**.
c) In the lower right, a box will appear called "drives" which should show your C: drive. Click on the drives box or on the down arrow and a list box will open showing the drives on your system. Find your a: drive and click on it. All rates will appear in the left-hand box.
d) Click on the applicable rate, which appears in "na" form---and then press **OK**. The area code, prefix and creation date will appear in the **Rate Table** screen. You are now ready to download the rate.
e) Click on **Transfer**. Underneath will appear **UPLOAD**, **DOWNLOAD**, and **RATE CENTER**. **Download** will send information from your computer to your telephone. **UPLOAD** will bring information from your phone to your computer---these two options appear in every listing under the heading **Direct**.
f) To **Download** the rate from your computer, click on **Transfer**, and then **Download**. A **Connect to a Phone** box appears. Always leave the PIC Box blank. Enter in the payphone's phone number. If it is a local number, simply fill in the area code (NPA), if required, and 7digit number. Do this by clicking on the phone number box so that it appears highlighted and enter in the phone number you are connecting to. Continue by entering the ID number in the id box. Note that all phones that come from the manufacturer have six zeroes as their ID.

g) Press **OK**. After the modem grabs the phone line it will dial out the payphone's number. After three rings, a short "beep" and modem sounds will follow (sounds like a fax connection tone). This is the computer communicating with the circuit board. *Telelink for Windows* will proceed with the instructions of: **Checking ID, ID Acknowledged**. Your pointer will change to an hourglass and the **Connect to a Phone** box will disappear. Your downloading % bar will start counting the percent downloaded. When the bar reaches 100%, you may click on **Hang up** in the lower right hand of the main Telelink Window, or click on **Direct** and then click on **Hang up**. This will disconnect the computer and telephone.

SMDR Features

The next heading underneath **Direct** you will become familiar with is **SMDR (**Station Message Detailed Report) and when opened will appear as below.

As explained in Opt.65a+b of the **Programmable Features** you must answer YES to these options in order to see every number dialed from your specific payphone. To retrieve this information from a specific payphone:

a) Click on **Transfer** and **UPLOAD**. A **Connect to a Phone** box will appear.
b) Enter your payphones' numbers as explained earlier in this manual.
c) Click **OK**.

The computer will proceed to bring up information from the payphone. The **SMDR** will show the Date, Time, Phone # dialed, Length of Call, Amount Deposited, and Type of Call. Note that **SMDR** can hold only 160 numbers, and it is vital that you "clear" your **SMDR** on a consistent basis. You will find the **Clear SMDR** heading underneath **Transfer**. To clear your **SMDR** on a single payphone:

1. Click **Transfer**, **UPLOAD**, and wait until the "Hourglass" turns back into a pointer.
2. Click your pointer on **Transfer** and release on **Clear SMDR**. If you immediately **UPLOAD** this phone after this sequence, you will see your **SMDR** has been cleared. When you "clear" your **SMDR**, the information is saved automatically by date.

To access this information:

1. Click on **File** and **Open**. The large left-hand box that appears will show the dates in which the payphone's **SMDR** was accessed.
2. If you had uploaded other payphones on the same day, click **Next** on the bottom to scroll through your remaining phones. When running a Batch, which we will explain later, you access the information in the same way.

Batch Function

        The **Batch** function is the workhorse and heart of the TFW software program. Batch operations allow you to automate the management of your payphones or payphone route. By doing a polling batch on a regular basis you can view, save and evaluate your collection data and smdr data. Maintenance batches can be set up to download feature updates or put new rate tables into multiple payphones. Batch operations allows you to **Upload** and/or **Download** the same information to/from a group of your phones. For example, if you like to know the **Collection Status** of your phones on a daily basis, you can create a batch file that allows you to **Upload** that particular information at your discretion.

Phone List

The first step in batching, or polling, your phones consecutively is to create your **Phone List** by selecting phone list from the batch list and the window shown below will open.

To set up your phone list do the following:

a) Click on **Batch** and then click on **Phone List**. A phone list box shown above will appear.
b) Click the **Add** button and the "phone list entry box" will appear.
c) Enter in your first payphone number, but make sure you use asterisks for the 1+ and area code if your payphone is a seven-digit number from your computer. If your payphone is outside your area code and you must dial 11 digits to contact, enter in the full 11-digit number.
d) Highlight the Payphone Type and enter in D3 if not already entered.
e) Then highlight the ID number box and enter in the payphone's ID number. Remember, if you have not downloaded a new ID number, your ID number will still be six zeroes.
f) Then highlight the Location Address box on the right. Enter in a brief description of where the phone is located (ex. Al's deli).
g) Press **OK**.

Your phone list entry box disappears and your first entry will appear lined up under the "Phone List" screen. Please make note that if there is a space or gap before the first phone entry your batch file will not run. This will be indicated by the message "error at line -------" when you attempt to run the batch file. After you successfully enter in your first number, click on **Add** on the bottom and proceed to enter in your subsequent phone numbers in the same way. When you are finished with your phone entries, go to **File** and **Save As** and name your phone list file.

Note: You cannot do any of the next steps unless you have completed and saved your phone list first.

Phone Polling Setup

After creating your phone list, the next step is to create your batch file. Click on **Batch** and **Setup** and you will get the window show below (based upon version 2.61 software):

The most common polling batch functions are uploading **Collection Status, SMDR** and **Download Time & Date**. To accomplish this feat:

a) Check off the top two boxes on the left under Batch Operation: **UPLOAD Collection Status**, and **UPLOAD SMDR** Info.
b) Check off the two boxes on the right under Control Files: **Clear Counters** and **Clear SMDR**.
c) Check off the **Download Time & Date** box. This will synchronize all phones to the same time as your computer.
d) On the bottom left, click in the circle that says **Active Phone List,** then choose your phone list from the **Select Phone List** box and press **OK**. You will now see your particular phone list file on the bottom right, across from **Active Phone List**. You are now ready to **Save** your Batch Setup file.

e) Go to **File** and **Save As**. Name your batch setup file and press **OK**. Make sure your name is not too lengthy (use less than eight characters) and there are no spaces when naming your file.

Phone Polling Execution

You are now ready to attempt to execute your batch file.

3. Click on **Batch** and **Execute**. An **Execute Batch File** screen will appear as shown below.

4. Click in the white box labeled **Current File Name**
5. To the right of a box of batch file names will appear.
6. Click on the name of your batch file and press **OK**.
7. To run multiple batch files press the Control key and select the desired batch files by clicking on it with your mouse. All selected files will appear in **Batch File List** and the first batch file to run will appear in the Current File Name window.
8. Click **Run Now** and then **OK** and *Telelink for Windows* will execute your batch file.
9. **Run Later** will allow running the selected batch file at a later date or time.
10. **Call unpolled phones only** is used to rerun the same batch file but only connect to those phones that it did not connect to on subsequent batch operations

View Batch Logs

To review the status information (batch log) from your last batch operation:

a) Go to **Batch** and click on **View Batch Log**.

b) Click on **File** and **Open** and choose your batch file.
c) Click **OK** and the screen will show the status of how the last batch file ran. If you see **Successful Transfer** under the "**Status**" bar, then all information was retrieved.
d) If you see **Unsuccessful Transfer** then highlight the numbers that exhibit this message and then choose **Tag for Re-run**. The specific phone(s) you have highlighted will then say **Flagged for Re-run** under the **Status** heading.
e) After you tag for re-run all your Unsuccessful Transfers, click on **Re-run Batch**.

To review the collection status information from your polling batch operation:

1. Click on **Direct** then on **Collection Status**.
2. To open your collection information from the last batch, click on **File** and open **Collection Log**.
3. You will then simply click on the date in the large left-hand box in which appears and press **OK**. The collection information from the first phone on your phone list will appear. On the bottom of the screen you will see a "**Next**" button.
4. Click on that button to review the second phone entered on your phone list and so on.

To review the smdr information from your polling batch operation:

1. Click on **Direct** then on **SMDR**.
2. Click on **File** and **Open**.
3. Select the date you want to review from the large left-hand box and press **OK**.
4. The SMDR window will now show every call made from the first phone on your phone list. Use "**Next**" to query subsequent phones.

Settings Function

The settings directory allows you to create an **AutoCall Schedule**, **Auto Answer Schedule** and set the **System Configuration** for the TFW software. **Auto Call Schedule** establishes preset times and days for performing **Batch** operations. **Auto Answer Schedule** enables the TFW software to answer the phone and accept various callback messages from the payphones. Examples are: Coin box reset, inactivity, coin switch jam, handset missing and SMDR full. **System Configuration** allows the setting of various miscellaneous system settings. To activate the **AutoCall Schedule** feature:

a) Click on **Settings** and **AutoCall Schedule.**
b) Select "**Turn AutoCall ON when Telelink starts**"
c) Click in box to the left of day you want batch to run.
d) In box next to day of week, enter start time for batch file by double clicking in box. Most common start time is 3:00AM. Make sure to enter in military time, i.e. 0300.
e) In box next to start time, select batch file to run by: double clicking in box to see active batch files. Highlight the desired batch file and click on **Save.** Note: you can run multiple batch files each day. Simply press Control and highlight each batch file desired with the mouse. Now click on **Save.**
f) Once you have filled in all information, click on **OK**.

Auto Answer Schedule is used to allow auto answer to be enabled when the telelink software starts and to set the type of phone to accept calls from.

Flags Function

This feature prompts the software to search for service code errors during both batch and direct operations. The service code errors are:

1. SERVICE ENTRY CODE 1 – Coin box total being reset.
2. SERVICE ENTRY CODE 2 – Inactivity callback.
3. SERVICE ENTRY CODE 3 – Coin switch jam callback.
4. SERVICE ENTRY CODE 4 – Handset missing.
5. SERVICE ENTRY CODE 5 – SMDR Full.

It is important to note that each option must be activated through **Programmable Features** for *TFW* to detect a flag. When entering *TFW's* main screen you may notice a flashing red message that reads, "Check Flags". This message indicates that some errors were detected during the last batch operation. To check flags:

1. Click on **Flags** and **View New Flags.**
2. A screen will appear with following information: Date, Time Contacted, ANI, Phone Type, ID#, and service code.

To save a flag report:

1. Click on **Save & Clear.** This will save the report as the day's date.

To view flag reports:

1. Click on **Flags** and **Review Flags**.
2. Select date of report to be viewed and Click on **OK**.