

# Version 32.xx Programmable Features

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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 have been made. (set in option 31a)
3. Your **SMDR** is full and needs to be cleared. (set in options 65a+b).
4. **Coin Box Is Full** – Set in Option 05 (Maximum Amount Allowed)
5. **Handset Missing** – Handset has been damaged or has become defective.

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 complaint 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.

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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.

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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: **Switch 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: **Switch 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.

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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 than 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 than 0+, since you are dialing 00 alone. Unless 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.

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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 a 211 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.

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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 2<sup>nd</sup> 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 1<sup>st</sup> Per** – 10 digit override initial period. Default is \*\*

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

Option 67d -- **10 Dgt O'rde 2<sup>nd</sup> 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

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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 1<sup>st</sup> Amt** – 7 digit override charge amount for the initial period set in option 73b. Default is \$\*. \*\*

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

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

Option 73d --- **7Dgt O'ride 2<sup>nd</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> Time** -- Enter the initial amount of time for the first time duration

Option 74c – **1+ Override 2<sup>nd</sup> 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 2<sup>nd</sup> 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?

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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.