Elcotel On-Line

Bulletin Board System (BBS)

User Guide

EOL

Volume 1 - Downloading Ratecenter Files

ELCOTEL INC.

TELECOMMUNICATIONS SYSTEMS

Elcotel On-Line
Bulletin Board System (BBS)
User Guide

Volume 1

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NOTICE:

The Ratecenter Files available on the Elcotel On-Line service are of the "R94" variety. You must have phone software version 5.3.0 (or higher) or 4.5.0 (or higher) to use these files.

Introduction

Elcotel On-Line (**EOL**) is a computer bulletin board system (BBS) for use by Elcotel customers. EOL is located at Elcotel's corporate headquarters in Sarasota, Florida.

This guide was designed as a visual step-by-step aid, to be used for retrieving Ratecenter Files from Elcotel, using the TeleGrafix, Inc. communications software package called RIPterm. You should already be familiar with the operation of your computer hardware and software.

Elcotel On-Line was developed with the user in mind. It is a service that will grow with time, offering customers access to more and more informational services. At this time, the main use for **EOL** is downloading Ratecenter Files. And this is the main topic of this users manual. **"Downloading Ratecenter Files."**

If you are about to install the software shipped with this manual, and you are not sure what to do or what you'll see, this manual will take you **Step by Step** through **Software Installation** and **Downloading** the Ratecenter Files you desire.

Conventions

To use this manual, follow the procedural flow, turning each page to take the next step in the Ratecenter File download procedure .

The Key Symbol method of documenting was used wherever possible in an attempt to make this manual less confusing. Just press the key that is represented by the symbol. Example:
Press ⌨Enter . In this statement the user must respond by pressing the enter key, **not** by typing the word Press followed by enter.

Words in this manual that are in bold text (i.e., **CD\RIPTERM**) must be typed on the keyboard just as they are shown.

Words in this manual that are surrounded by quotation marks (i.e., "Main Menu") define the screen name or alias. This is to be used as a screen reference.

Words in this manual that are in *Italic* text define areas of special importance on the screen or important notes. These words demand close attention.

The EOL BBS will work with or without a mouse. Instructions are given for both methods.

Note: Pressing ⌨X + ⌨Enter may be used at any time to exit the current BBS screen, backing to the previous display.

Table of Contents

Section 1: Installation

RIPterm's ease of use begins with the installation. It is very straight forward. Simply follow the Step by Step instructions below.

Step 1. Insert the Elcotel On-Line Diskette into your disk drive.

Step 2. From C:\ change to the drive where you inserted the disk. (i.e. Type **A:** or **B:** then press Enter)

Step 3. Type **INSTALL,** then press Enter.

Step 4. Follow the on screen instructions to complete the first half of the installation.

Step 5. When the first half of the installation is complete. remove the diskette from your drive and store it in a safe place. Then return to the C drive by typing **C:** then press Enter.

Step 6. Change to the Ripterm directory on your hard drive by typing **CD\RIPTERM,** then press Enter.

Step 7. Type **RIPTERM,** then press Enter. This will start the second half of the installation and lead you to Elcotel On-Line.

Step 8. Follow the On-Screen instructions to setup Ripterm to work with your modem and printer. *This is a one time process.*

Note: C:\RIPTERM is the default download directory used to house Ratecenter Files retrieved from Elcotel On-Line. The option of changing the default download directory is available enabling the user to have complete control over the location of the downloaded Ratecenter Files. If you want to change the default download directory follow Optional Step 9 (page 2). If you do not want to change the default download directory disregard Optional Step 9 (page 2).

Software Installation (cont.)

Step 9 **(Optional).** When you see the Opening Screen to Elcotel On-line (shown on page 3) press ⌷Enter⌷ and the opening screen will disappear.

Press ⌷Alt⌷ + ⌷E⌷ . This will cause the *General Settings Menu* to appear on your screen.

Press ⌷Alt⌷ + ⌷D⌷ and the cursor will jump to the line where the default download directory is defined.

Type the full path name for the directory that you want as your default download directory.

EXAMPLE: **C:\PNM**

Press ⌷Alt⌷ + ⌷V⌷ to save the new setting.

Hint: Ratecenter Files may be downloaded to your PNM directory thereby eliminating the chore of copying files to PNM later. Substituting the path of your PNM directory with that of the path in the example above will make BBS downloaded Ratecenter Files easily accessible to PNM.

RIPterm v1.54.00
Copyright (c) 1992-93, TeleGrafix Communications, Inc.
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When you see this screen, you have successfully completed the installation procedure. You are on your way to verifying if you need a new Ratecenter File and if so, retrieving or downloading that file.

First you must call Elcotel On-Line and Log-On. A Dialing Directory has been provided for you.

To proceed press ⌷Enter⌷ and turn to the next page.

Section 2:
Getting Connected
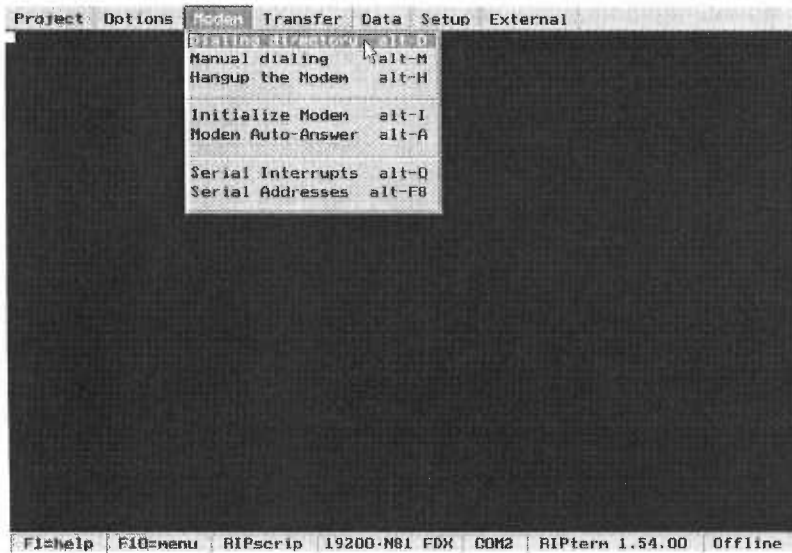
This screen shows the *Drop Down Menu System* used to access all Ripterm functions. The function we are looking for reads; *Dialing Directory.*

Step 1. With the mouse cursor positioned at the top of the screen, hold down the **Right MOUSE Button** and drag the cursor across the screen until the Drop Down Menu named *Modem* appears. Still holding the Right MOUSE Button down, drag downward over the open menu until the *Dialing Directory* function is highlighted. Let go of the mouse button and the *Dialing Directory* will appear.

NOTE: Presssing ⌷Alt⌷ + ⌷D⌷ also displays the *Dialing Directory.*
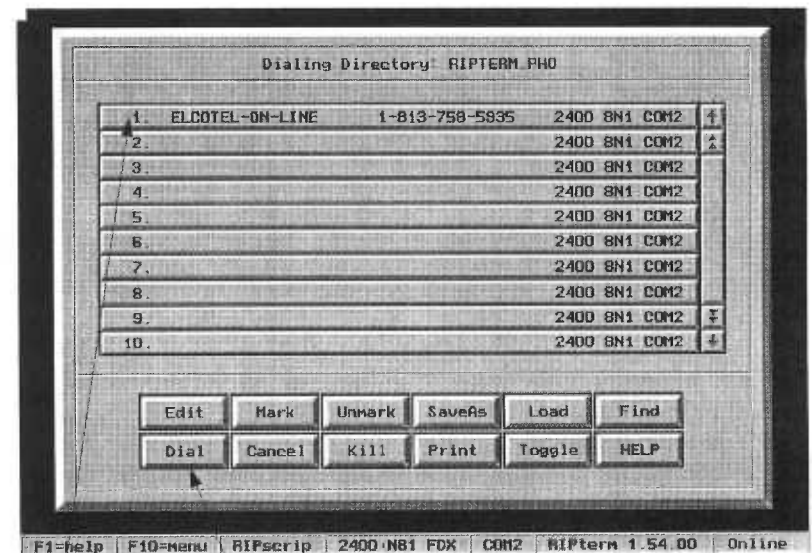
Dialing Directory

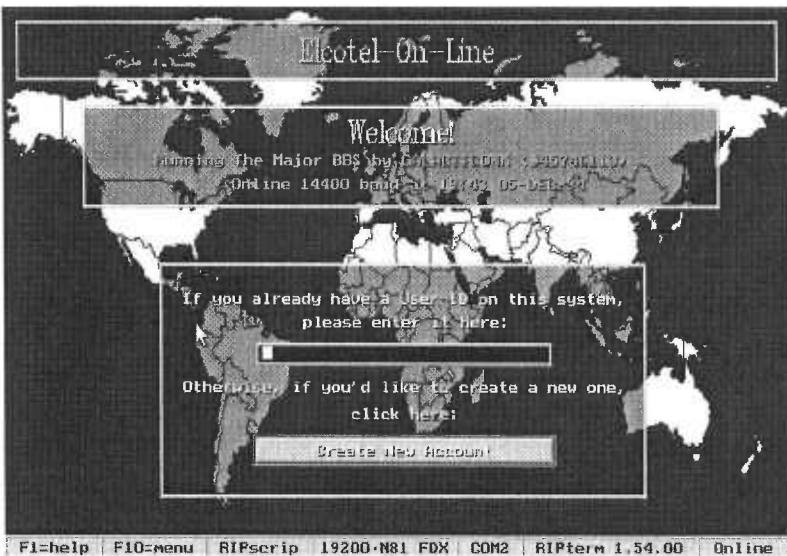This screen shows the "Dialing Directory," which is used to place a call to Elcotel On-Line. It can also be configured to call other services of the users choice.

Step 2: To dial Elcotel On-Line, click on the Line that reads: *Elcotel On-Line,* then click on the button that reads *Dial.*

NOTE: Without a mouse, press ⌷Alt⌷ + the number of the line that reads: *Elcotel On-Line.* Then, press ⌷Enter⌷.

Log-On Screen

Step 3: This is the "Welcome" or "Log-On" screen. Type your **USER - ID,** then press ⏎. Now type your **PASSWORD,** then press ⏎.

"Welcome aboard, you are On - Line"

Warning:

*Keeping your **Password** secret is very important and should be taken seriously. Your Password is directly tied to your account. Your account may be charged for any downloads received by any user who has access to it. Keep your Password in a safe place. It may be wise to log a time on your calendar to periodically change it. If assistance is required contact:*

Customer Service
1-800-ELCOTEL or 813-758-0389

Note:

Do not forget your Password. Customer Service WILL NOT reveal a password to anyone, under any conditions, via the telephone. For your security, Passwords will only be sent by mail .

Section 3:
Viewing/Retrieving Files
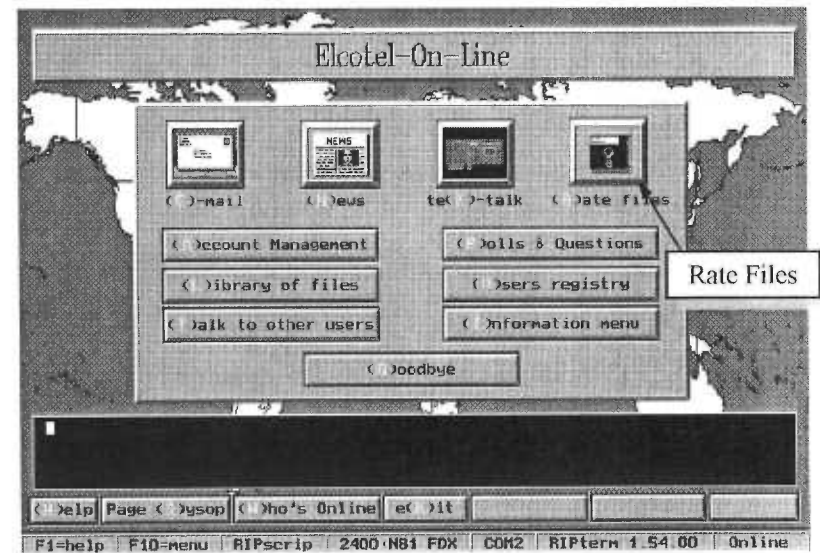
Main Menu

Step 1: This is the "Main Menu" screen. To proceed, click on the picture button (Icon) that reads *Rate Files.*

NOTE: Or, you may press ® to use the "Hot-Key" associated with the *Rate Files* Button.
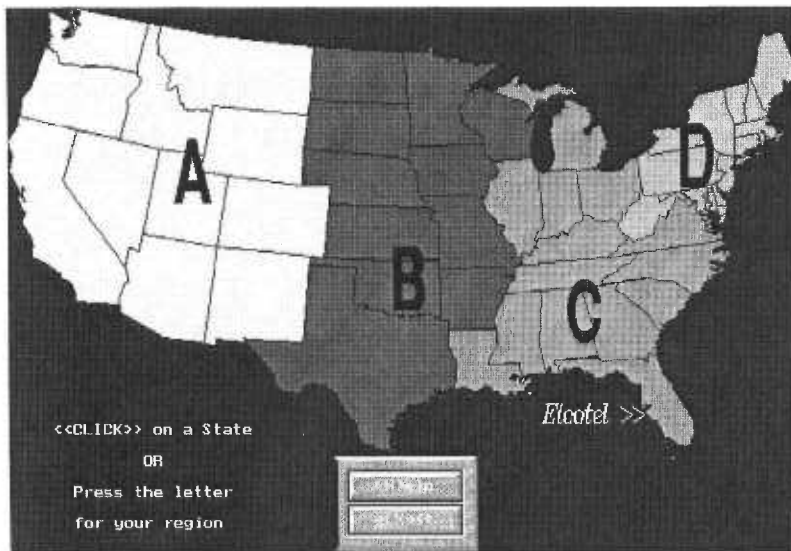
Map Menu

State Menu

This screen shows the "Map Menu" used to pick the region of your choice.

Step 2: Click on the desired region to present a list of states within that region.

NOTE: Alternatively, you may type the letter (A , B , C or D) pertaining to the region you want, to present the states list.
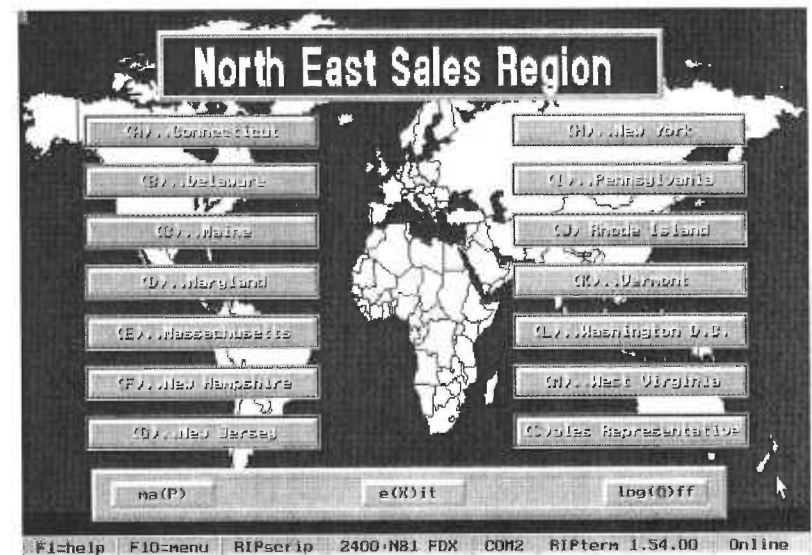
Each of the four "State Menus" (Northeast Region "D" shown above) provides a separate button for each of the states within the region.

Step 3: Simply click on the button representing the state you wish to select.

NOTE: Or type the highlight character (a, b, c, etc.) of the button representing the state you wish to select.

NPA Menu

Florida

(1). 305
(2). 407
(3). 813
(4) 904
(5). 941   (Y)..FCC ISSUES
(6). 954   (Z)..Rate Issues
Ma(P)   (R)egion   (M)ain menu   l(O)goff

F1=help | F10=menu | RIPscrip | 2400-N81 FDX | COM2 | RIPterm 1.54.00 | Online

NPA buttons
with Highlighted
Hot-Keys

This screen shows the "NPA / INFO Menu." Use it to choose an NPA
for compatibility viewing or retrieval.

Step 4: Click the *Button* that is associated with the NPA of your
choice.

NOTE: Or, type the *Highlighted Character* on the button that is
associated with the NPA of your choice.

NOTE: See Section 4: Viewing Rate/FCC Information for use of the
File Viewer. This feature enables you to see recent changes in the
regulatory and rates areas of the payphone industry.

NXX Exchange Dialog Box

Enter data for "EXCHANGE"...

Type just the NXX
(exchange) and On-Line
will search for the file.

F1=help | F10=menu | RIPscrip | 19200-N81 FDX | COM2 | RIPterm 1.54.00 | Online

This screen shows the "NXX (exchange) Dialog Box." Enter the NXX
of the Ratecenter File for compatibility viewing or retrieval.

Step 5: Type the NXX of the Ratecenter File you want. Then press
Enter .

NOTE: Enter only the NXX. Do not retype the area code.

```
# | Rate File        | Exchanges
--|------------------|------------------------------------------------------
1   stockdale.rc      Press (ENTER) to view compatible exchanges
```

The chosen
Ratecenter File

<<ENTER>> to view Exchanges, <<R>> then <<ENTER>> to download file.
<<X>> then <<ENTER>> to exit.

Complete On-Screen
Instructions

F1=help F10=menu RIPscrip 2400·N81 FDX COM2 RIPterm 1.54.00 Online
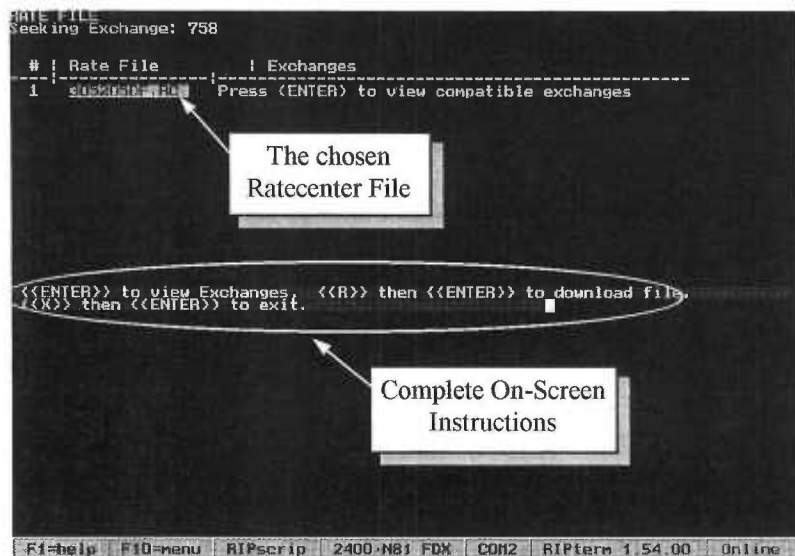
Ratecenter File Screen

Step 6: This is the "Ratecenter File" screen for the selected NPA and NXX. Press ⌨Enter to see a list of all the NXXs (exchanges) that are compatible with this Ratecenter File:

NOTE: Actual rate files will have the ".R94" file name extension.

```
Press Enter ( to view compatible exchange(s):
222  228  236  237  240  244  245  246  247  248  249  256  257  273  275
277  281  282  290  291  292  293  294  295  296  297  298  299  325  341
342  345  351  352  353  354  356  363  372  376  380  381  382  384  399
419  420  421  422  423  424  425  426  428  438  441  481  521  526
527  528       570  578  579  648  649  651  658  675  721  763  769  823
825  826  895  839  841  843  849  850  851  855  856  857  858  859  872
893  894  895  896  897  898  899
                        (end of file)
```
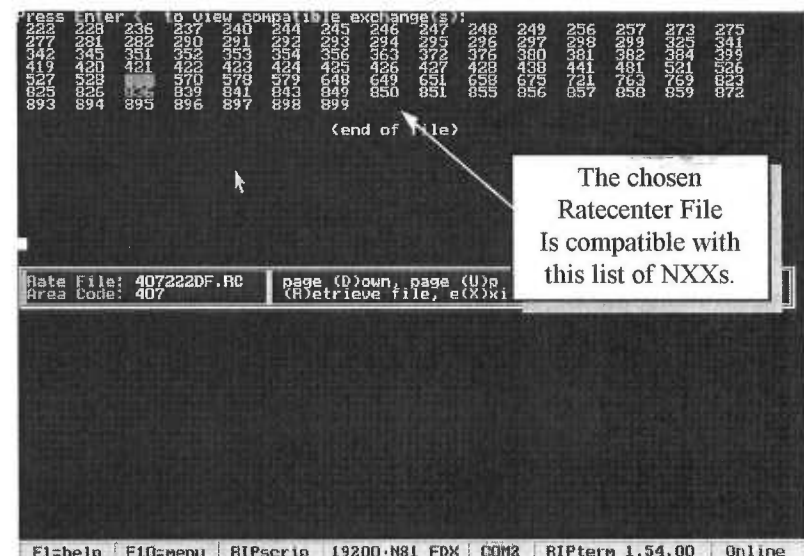
The chosen
Ratecenter File
Is compatible with
this list of NXXs.

```
Rate File: 407222DF.RC    page (D)own, page (U)p,
Area Code: 407            (R)etrieve file, e(X)xi
```

F1=help F10=menu RIPscrip 19200·N81 FDX COM2 RIPterm 1.54.00 Online

NXX Listing Screen

Step 7: This is the "NXX Listing" screen. It shows all the NXXs compatible with the Ratecenter File on the previous page.

Press ⌨R to "Retrieve" (download) the Ratecenter File, or
Press ⌨X to backup to the previous menu.

The compatible NXX list shows all NXXs having the same Local Calling Area. Phone sites with these NXXs can use the same Ratecenter File.

NOTE: Downloaded Ratecenter Files are automatically renamed with the first exchange in the given NPA.

CAUTION: Downloading Ratecenter Files may subject the account holder to charges.

To escape without charges, press ⌨X.

NOTE: Compatible NXX lists are also available in, and may be printed from, PNM. Refer to the PNM documentation for further information.
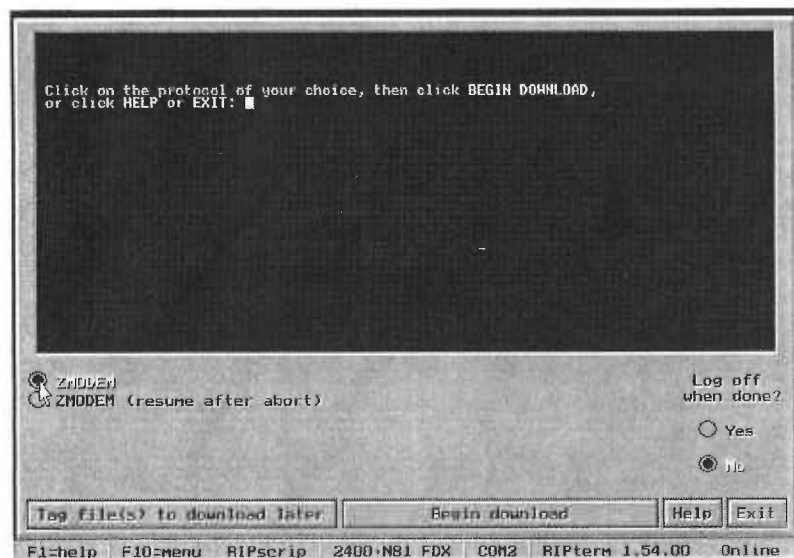
Protocol Screen

Upon selecting "retrieve," EOL displays the "Protocol" screen shown above. Choose the protocol (language the modem uses to transfer data) for downloading. At this time Elcotel On-Line uses ZModem exclusively due to its ability to swiftly and safely transfer important data.

Step 8: Click on the indicator circle to the left of the *ZModem* label. Click on the button that reads: *Begin download.*

NOTE: Follow the steps below to begin the download without a mouse:
Press [Tab] (2 times) to highlight the indicator circle to the left of the *ZModem* label.
Press [Enter] to select *ZModem*.
Press [Tab] (7 times) to highlight the *Begin download* button.
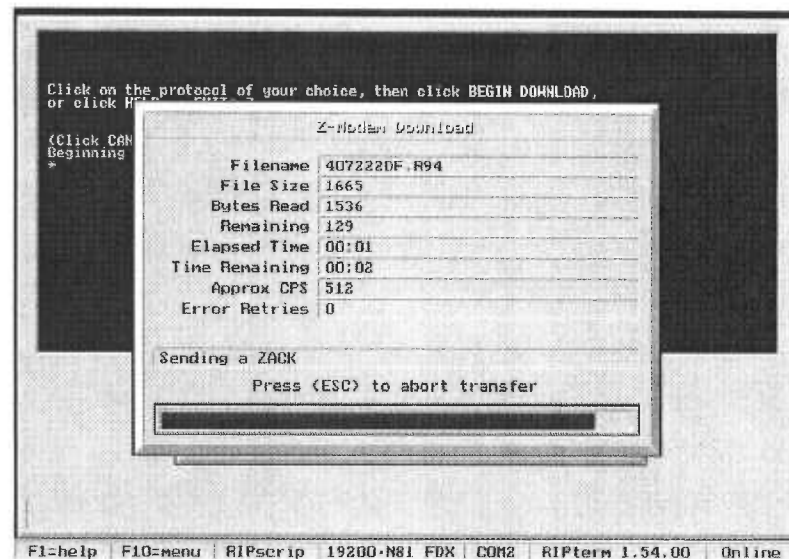
Download Status Box

The "Download Progression" screen, shown here, provides information about the file being download. The progress of the download is displayed on a bar-graph. This Pop-Up screen will disappear when download is complete.

NOTE: The download status pop-up screen may be visible for only a brief period of time. As the display period is proportional to Modem speed, this screen is most useful when using slower transfer speeds.

```
File: 407222DF.R94 - Press Enter < to view compatible exchange(s):
Size: 1665 bytes
Please select a download option:

Download completed.
Press RETURN to continue: ■
```

```
F1=help | F10=menu | RIPscrip | 19200-N81 FDX | COM2 | RIPterm 1.54.00 | Online
```

Information Screen - Download Completed

When you see this screen, the ratecenter file download process has been successfully completed. You now have the file of your choice on the hard drive of your computer.

Step 9: If you wish to log-off at this time, follow the instructions on the screen.

NOTE: To back out of any screen press ⊠ then press ⌷Enter⌷.

Section 4:
Viewing Rate/FCC Info
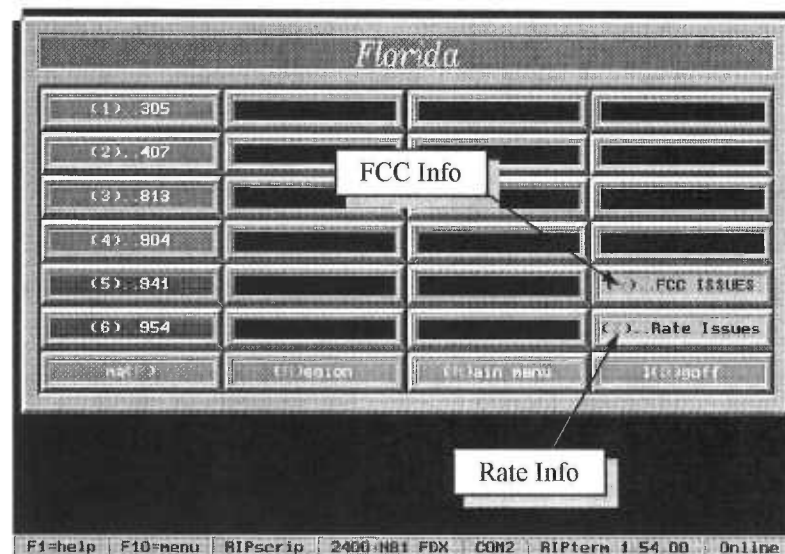
NPA/INFO Menu

This is the "NPA / INFO Menu"screen. It is used to choose an NPA (see page 10) or to view Database activity and FCC (Interstate) Information. There is NO CHARGE for accessing *RATE INFO* or *FCC INFO*.

Click on the *RATE INFO* Button for Rate Information.

Click on the *FCC INFO* Button for FCC Information.

NOTE: Or, press ⌷Z⌷ for *RATE INFO*, ⌷Y⌷ for *FCC INFO*.

NOTE: This menu screen allows you to either view database and regulatory information of general interest, or to view and retrieve rate information.

```
Rates Updates:  NONE
Regulatory Notes:  At a special agenda conference December 1, 1994 the
                   Florida Public Service Commission voted to institute
                   IntraLATA presubscription in the state.  Southern Bell,
                   United/Centel and GTE are required to file tariffs on
                   July 1, 1995 that will set forth an intraLATA
presubscription
                   implementation plan beginning September 1, 1995.
                   Presubscription will be phased in through December 31, 1997
                   on a central office-by-central office basis, depending upon
                   the technical capabilities of each office.  Southern Bell is
                   expected to convert all of its central offices by December
                   31, 1996.

                   Customers will be permitted to choose two presubscription
                   carriers: one for intraLATA calls and another for intraLATA
                   calls ("2 PIC system").  Local exchange companies will
                   continue to handle all local calls.

                   IntraLATA presubscription will include both 1+ and 0+
                   IntraLATA calls.  According to FPSC staff, this order does
                   not permit alternative operator service providers (AOS
                   companies) or pay phone providers to handle 0+ intraLATA
                   calls via access code dialing immediately.  0+ intraLATA
                   competition must wait until intraLATA presubscription
occurs.

Click text area to continue, CTRL-X to quit, or CTRL-N for nonstop... ▪
```

```
 File Viewer         [ Nonstop ] [ Quit ]
                     [    Continue     ]

F1=help  F10=menu  RIPscrip  2400-N81 FDX  COM2  RIPterm 1.54.00  Online
```

File Viewer

This is the "File Viewer." In this instance it is showing Database and Regulatory Information. Six months of Information is available. This service can help you determine if your Ratecenter File is outdated.

Had you selected the *FCC INFO* button, the "File Viewer" would present FCC activity and regulations pertaining to AT+T FCC No. 1.

Simply Click on the button representing your choice.

NOTE: Without a mouse, do the following:
   Press [Enter] to *Continue*.
   Press [Ctrl] + [N] for *Nonstop Scrolling*.
   Press [Ctrl] + [X] to *Quit*

NOTE: There is NO CHARGE for accessing *RATE INFO* or *FCC INFO*.

Section 5: Glossary

AT+T FCC No. 1 — An AT&T Communications publication containing regulations and rates applicable to interstate and foreign Long Distance Message Telecommunications Service (LDMTS).

Bulletin Board Service (BBS) — A service that provides access to a central computer via telephone lines. BBSs are commonly employed as message centers for E-Mail and as a means to distribute information and computer data. *See E-Mail, EOL.*

Button, Picture Button — A computer screen graphic resembling a push-button which can be activated by the operator to control a computer operation. *See Click, Cursor.*

C Drive — Also "C: Drive." The DOS designation of a computer disk drive. Personal computers commonly have a large internal disk drive, usually called the "C: Drive," and one or two smaller removable-media disk drives often referred to as the "A: Drive" and the "B: Drive." *See Disk Drive, Diskette, MSDOS.*

Click — Control of a computer function by quickly depressing then releasing a mouse button when the cursor is positioned over the item to be controlled. *See Button, Cursor, Mouse.*

Communications — In computer terminology, the transfer of information between two computers. *See Modem.*

Corridor — A telephone industry term referring to local calling across state boundaries regardless of LATA. *See FCC (Interstate), LATA.*

Cursor, Mouse Cursor, Screen Cursor — A computer screen graphic pointer that can be moved around the screen with the mouse and used to activate buttons or menu items. Used to control the computer. *See Button, Menu,*

Dialing Directory — The Elcotel On-Line telephone directory feature that provides automated dialing. *See Communications, EOL, Modem.*

Dialing Pattern — In telephony, the order and sequence of digits dialed by a telephone user and used by the telephone equipment to route the call.

Dialog Box — A computer screen graphic used to display messages to the operator and to accept specific information from the operator. *See Graphical User Interface (GUI).*

Directory — An area set aside in a computer disk for the purpose of organizing groups of files. *See Disk Drive.*

Disk, Disk Drive, Drive — In a computer, a device for storing large amounts of data. The data is retained even when the computer is turned off. The drive mechanism usually includes a spinning media disk, either permanently installed or removable, upon which information is magnetically stored. *See C Drive, Diskette.*

Diskette — A small computer media disk that is removable from the drive. *See Disk.*

Download — The process of transferring data from a central computer to a remote computer, generally via modem and communications software over a telephone line. *See Communications, EOL (Elcotel On-Line), Modem.*

Drop-Down Menu — An element of a graphical user interface (GUI). A computer screen menu normally hidden from view when not in use that expands to display a list of control options when activated by a mouse click. *See Click, Graphical User Interface (GUI), Menu.*

E-Mail — Electronic mail. Sending and receiving messages over computer networks.

EOL — Elcotel On-Line™. The computer Bulletin Board Service (BBS) provided by Elcotel, Inc. for use by Elcotel customers to obtain ratecenter files and current items of interest concerning the telephone industry.

Exchange — In telephony, a synonym for the Central Office or switching center. Sometimes used to refer to a telephone number prefix. *See Prefix.*

FCC (Interstate) — Telephone rates regulated by the Federal Communications Commission for calls which cross state borders.

Graphical User Interface (GUI) — A general term to describe a means of controlling a computer with screen representations of buttons, menu lists, text, and drawing tools which are activated by the user manipulating a pointing device. *See Click, Highlight, Menu, Mouse.*

Highlight — To select a control option on a computer screen graphical user interface (GUI), often by "clicking" the item with a mouse button. The selected option usually changes color to indicate it has been selected. *See Click, Graphical User Interface (GUI), Mouse.*

Hot-Key — A shortcut technique for controlling the operation of a computer by selected key stroke combinations instead of using the mouse. *See Mouse.*

Icon — A simple picture on a computer screen used to represent a function or point of control. Often may be used as a button to activate a function. *See Button, Graphical User Interface (GUI).*

InterLATA — Refers to a telephone call from one LATA to another. These calls are carried by interexchange companies. *See LATA.*

IntraLATA — Telephone calls within with same LATA. These calls are carried by the Local Exchange Carrier (LEC). *See LATA, LEC.*

LATA, Lata — A telephone industry acronym for Local Access and Transport Area. An area which reflects common social and economic communities and does not necessarily correspond to an exchange, Area Code, or state boundary. *See InterLATA, IntraLATA, Exchange.*

LEC — A telephone industry acronym for Local Exchange Carrier or Local Exchange Company. A local telephone company licensed by state authority. *See Exchange, IntraLATA, LATA.*

Local Calling Area — A telephone industry term referring to a group of prefixes that can be called locally from a given NPA-NXX. Local Calling Areas are based on communities of common interest rather than being based on mileage. Each Local Calling Area has strict pricing and dialing pattern scenarios established by the LEC. *See LEC, NPA, NXX, Prefix.*

Log Off — Terminating the communications connection with a central computer, like Elcotel On-Line, upon completion of data exchange. Log Off is normally performed by the remote user and involves sending a specific Log Off message. *See Log On.*

Log On — Initiating a communications connection with a central computer at the beginning of an exchange of data. The Log On procedure is performed by the remote user and frequently involves sending some type of identification number or name and/or a password. *See Log Off.*

Menu — A computer screen graphic used to display a list of control options available to the operator. Options may be selected and activated with mouse clicks. *See Click, Graphical User Interface (GUI), Mouse.*

Modem — The acronym for MOdulator DEModulator. A device that translates computer data into audio tones to enable the data to be transferred over telephone lines.

Mouse — A computer control device that is slid around on the desktop by the operator to control screen cursor movement. The mouse generally has one or more pushbuttons for controlling computer functions by "clicking." *See Click, Cursor, Graphical User Interface (GUI).*

MS DOS, DOS — The acronym for MicroSoft Disk Operating System, a trade name of Microsoft Corporation for the basic software that is used to control many personal computers. Often pronounced "doss."

NANP — A telephone industry acronym for North American Numbering Plan. *See NPA.*

NPA — A telephone industry acronym for Numbering Plan Area. Synonymous with the term Area Code. *See NPA-NXX-XXXX.*

NPA-NXX-XXXX — Telephone industry shorthand for area code (NPA) + Prefix (NXX) + subscriber line number (XXXX). In other words, a telephone number.

NXX — A telephone industry abbreviation that refers to the three-digit telephone number prefix. The NXX sometimes, but not always, identifies the exchange or Central Office. *See Exchange, NPA-NXX-XXXX, Prefix.*

Operating Company — One of the local Bell Operating Companies formed in the 1984 divestiture of AT&T.

Password — A sequence of characters, generally kept secret, used to verify the identity of a computer system user. *See User ID.*

Path — The MS DOS based name of the disk and directory where files are grouped. Examples: C:\DOS or C:\WINDOWS *See Disk, Disk Drive, Drive, Directory.*

Pop-Up Menu — Similar to a drop-down menu. *See Drop-Down Menu, Menu.*

Prefix — The three digits of a telephone number after the Area Code. *See Exchange, NPA-NXX-XXXX.*

Protocol — A type of language used by computers to communicate with each other. Frequently associated with modem communications. *See Modem, ZModem.*

R94 — Elcotel's NANP-compliant rate file format. Used with Series 3, Series 4, Series5, and Olympian 5501 payphones which have been upgraded for NANP compatibility.

Ratecenter, Ratecenter File — A pay telephone industry term referring to computer file which is downloaded to a smart pay telephone. The file contains the rate tables, data, and programmed variables as ordered from Elcotel by specifying the NPA-NXX for the phone. *See NPA, NXX.*

Rates, Rates Database — The Elcotel company department responsible for maintaining the accuracy of Ratecenter files distributed to pay telephone operators. Part of the Software Engineering group.

Ripterm — The trade name of a computer communications software product owned by TeleGrafix Communications, Inc., and licensed to Elcotel, Inc., for use of Elcotel customers to communicate with the Elcotel On-Line service.

Tariff — A document filed with a government regulatory body providing information required by that body. Tariffs must be filed by any party falling under the jurisdiction of the regulatory body. Tariffs may include information such as rates, terms, conditions, commissions, surcharges, fees, and estimates of volumes.

Telegrafix Communications, Inc. — The owner of the Ripterm communications software product distributed by Elcotel for use in communicating with the Elcotel On-Line service. *See EOL, Ripterm.*

User ID — A unique sequence of characters assigned to a computer

V & H — A telephone industry term for describing a number coordinate system used in developing telephone rates.

ZModem — A communications protocol used by the Elcotel On-Line service. *See Modem, Protocol.*

Notes:

Elcotel Customer Service Department

1-800 ELCOTEL or 813-758-0389

Notes:

Commitment to our Customers

Rates Database has accomplished a high level of accuracy and reliability in Ratecenter Files through compilation of a "Library" of telecommunications source references and publications which are perpetually maintained, as well as, a specialized staff who corroborate all published information directly with the LEC at the exchange level. For Operating Companies not having published tariffs (approximately 1500), all information is obtained through correspondence, phone contact, and Newsletters...Again, directly from the LEC at the exchange level. Database employees are assigned specific states to maintain so that familiarity is established and state specific exceptions and regulations are knowledgeably handled.

For every database entry, Rates Database utilizes a minimum of (2) major suppliers of source information. A single supplier cannot reliably accommodate all the essential information required of Ratecenter Files. The vast number of exchanges with their associated V&H and Lata, local calling areas, various pricing scenarios, and dialing patterns, along with Local, IntraLATA, InterLATA and InterState Rates, combine to present a complex set of interactive variables which require—and get—the meticulous attention that only Elcotel's Rates Database Group can provide. Rates Database also defines the exceptions existing in all area codes for all of the above requisites, including "Corridor" Local Calling, Dialing, and Pricing.

It is the mission of the Rates Database Department to be the industry standard in customer satisfaction by creating defect free product through Individual Training, Standardized Department Guidelines, and Stringent Quality Control Procedures.

Our Customers can be assured that Elcotel Rates Database has the most accurate and comprehensive NANP information available in the industry.