# PNM Plus Compact Desk Guide

PN 3350320C Nov, 99

### **PNM Plus** Compact Desk Guide

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# Introduction

## **Audience Description**

This manual assumes that the reader has read *PNM Plus Operation Manual* (P/N 3350231) and is using this book as a quick reference guide.

# Applicability

This manual applies to PNM Plus versions 2.1.0 and higher.

# Purpose

This manual is intended to provide step-by step instructions for completing frequently used PNM Plus functions.

## **Related Publications**

PNM Plus Operation Manual, P/N 3350231

# **Contacting Elcotel**

For further information, or to report a discrepancy in this manual, contact:

Elcotel, Inc., Customer Service Department Toll Free: 800-ELCOTEL (800-352-6835) Office: 941-758-0389 Fax: 941-739-7500

# 1. GETTING STARTED

## 1.1 Installing PNM Plus

Installation involves using a CD that loads the following components:

- Operator Console
- Reports
- Poll Manager
- Utilities
- PNM Plus Database
- 32-Bit Reports (Optional)
- Multiple Database Manger (Optional)

*Note*: The **READ ME FILE** may contain late breaking information about the PNM Plus product.

CAUTION: Before you begin, close all open applications.

1	Insert CD into appropriate drive.	
2	Select <b>START -&gt; RUN,</b> then enter <b>D:\Setup.exe</b> (use the appropriate drive letter).	
3	Complete the WELCOME screen and click on NEXT to begin the setup.	
4	Complete the USER INFORMATION screen.	You can find the serial number of the CDROM case.

5	Continue following the screen prompts until the installation is complete.	It is important that you view the <b>READ ME NOTES</b> File. This is where any possible late breaking information about the PNM Plus product will be
		located.

### 1.2 Configuring a Modem from Operator Console

#### From **OPERATOR CONSOLE**:

1 Click on the DIAL A PAYPHONE icon at the PNM Plus toolbar. The **DIAL PAYPHONE** Screen appears.

Dial Payphone			$\times$
Phone Selected: (305) 555-9	069	Zodiac Restaurant-outside Pe	Model:
Select Commands** Upload Fendes Clatu: Upload Romote Statu: Upload Romote Statu: Upload Romote Statu: Upload Diagnostic Block Drud Operan File Drud Operational Files Drud Voice Brand File Clear Call Counters Clear Alarms Burn RAM Image to EEPROM Reload Phone RAM Run Program from RDM Set Date & Time Set Totalizer Amount You may select more than one command from this list. Simple Click on all the commands you wish to send. Then, click the button below. Dial Phone & Execute Commands	Soft	Cashbox \$ Totalizer \$ set Collected \$ Date/Time: Zone: Serial No. tware Version: Chip Version:	Alarms Call Counts
Stay Online After Commands Are Sent		Modem Settings Selec	t <u>Phone</u>
Status On Line	e:	mins	

### 2 Click MODEM SETTINGS.

The MODEM/ COMMUNICATIONS SETTINGS screen appears.

COM Port	Modem Settin	ngs
COM 1	Type:	AT&T DataPort Express 14.4
O COM 2	Init String	AT\J1\D1\Q0%C0\N0S0=0S7=66
○ COM 3	(Series 5): Init String	· · · · · · · · · · · · · · · · · · ·
O COM 4	(K×-5502):	AT\J1\D1\Q0%C0\N0S0=0S7=66B0
	Dial Prefix:	9,
	Time to Wait before Timeout	60 secs

3	Click on the COMMUNICATIONS PORT button (1, 2, 3, or 4) you want to use.	
4	Select the modem type from the <b>Type</b> drop down list.	Select <b>CUSTOM</b> if your modem is not on the list.
5	In the <b>SERIES 5 INIT</b> <b>STRING</b> field, enter the initialization string for the modem used on your Series 5 phones.	An initialization string is automatically entered in the <b>INIT STRING</b> field if you selected a modem from the <b>TYPE</b> drop down list.
	In the <b>KX-5502 INIT</b> <b>STRING</b> field, enter the initialization string for the modem used on your KX-5502 phones.	

6	In the <b>DIAL PREFIX</b> field, enter the dial prefix required to dial out.	The dial prefix entered in the <b>MODEM SETUP</b> screen will be dialed first, followed by the Site Dial Prefix (if any) and the phone ANI.
7	In the <b>TIME TO WAIT</b> <b>BEFORE TIMEOUT</b> field, enter the amount of time in seconds that the modem should try calling the phone before aborting the call.	The recommended setting is 60 seconds.
8	Click on <b>OK</b> .	PNM Plus returns the <b>DIAL</b> <b>PAYPHONE</b> screen.

### **1.3 Setting General System Options**

By setting your system options, you save time and simplify the process of adding new phones to your database.

1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click on <b>10</b> .	The <b>SYSTEM CONFIGURATION</b> screen appears.

**3** Click the **GENERAL** tab.

The **GENERAL** fields appear.

System Configuration	on	$\times$
Work Order Codes	Phone Defaults	Accounting Codes
<u>D</u> atabase	General	Registers & Options
Your Company Name Elcotel I	PNM Plus	
Phone ANI Format	S	ite Variable Names
Standard Domestic (NPA)	NXX-XXXX	1 Site Var 1
O User Format ###-#	##-####	2 Site Var 2
○ No Format 123450	57890	3 Site Var 3
Phone ID format	F	hone Variable Names
4 digit phone ID		1 Phone Var1
O 4 or 10 digit phone ID		2 Phone Var2
(use of 10 digit ID requires	5.3.3 or higher firmware)	3 Phone Var3
O Use ANI as phone ID (all phones must have 5.3.)	3 or higher firmware)	
		<u>O</u> K <u>C</u> ancel

4 Select a Phone ANI format from the **PHONE ANI FORMAT** box. You must specify a 10-digit number.

**STANDARD FORMAT** = (NPA) NXX-XXXX.

**USER FORMAT** allows dashes (-) and slashes (/).

NO FORMAT has no separators.

5 In PHONE ID FORMAT, select the type of identifier you want PNM Plus to use to identify phones.

6	In SITE VARIABLE NAMES, enter any classifications you want to use to identify a site. You can enter up to three site variables.	These variables allow you to classify groups of sites based on any criteria you need, such as city limits, drug corner, etc. These names appear in the <b>SITE</b> <b>DETAIL</b> screen.
7	In <b>PHONE VARIABLE</b> <b>NAMES</b> , enter any classifications you want to use to identify a phone. You can enter up to three phone variables.	These variables allow you to classify groups of phones based on any criteria you need, such as case type, booth type, new models, etc. These names appear in the <b>PHONE DETAIL</b> screen.

8 Click OK.

### **1.4 Setting Phone Defaults**

The **PHONE DEFAULT** screen allows you to customize the default file selection for any new phone added to your database.

From <b>OPERATOR</b>	CONSOLE:
----------------------	----------

1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click on <b>10</b> .	The <b>SYSTEM CONFIGURATION</b> screen appears.

3 Select the PHONE DEFAULTS tab.

The **PHONE DEFAULTS** page appears.

System Configuration		×
Database	<u>G</u> eneral	Registers & Options
Work Order Codes	Phone Defaults	Accounting Codes
Phone Security           Password         99999999           Bypass         88688888           Phone Housing Keys         000000000           Lower         000000000           Rates         4	Operational File Names Phone Model Lang 1 Unassigned Program Unassigned Voice Unassigned Rep/Card Unassigned Messages Unassigned	C Series 5/5501 © <u>KX-5502</u>
Charged Rates Unassigned Tax Rates Unassigned Set 'Stay Online' Default To On	Rates         941301DF.R94           Pri Par         DEFAULT.P94           Speed         DEFAULT.S94	<u>DK</u> <u>C</u> ancel

7	To change the defaults for any of the operational files, click on the appropriate button.	For <b>PROGRAM</b> , <b>VOICE</b> , and <b>REP/CARDS</b> , you must first select the phone model type. These defaults will be specific for each phone model type.
	<i>Note:</i> Series 5/5501 phones do not support Rep/Cards, Messages, or Language 1 and 2 files. KX-5502 phones do not support Voice Brand files.	If you click on VOICE, LANGUAGE 1, LANGUAGE 2 or PROGRAM, select the default from the drop down list that appears. If you click on REP/CARDS, select the default from the KX- 5502 REP/CARDS TEMPLATES screen.
		If you click on <b>CHARGED</b> <b>RATES, TAX RATES, RATES,</b> <b>PRI PAR</b> , or <b>SPEED</b> , select the default from the <b>CONFIGURATION FILES</b> screen or <b>TEMPLATE FILE</b> screen for that operational file.
8	Click on <b>OK</b> .	The phone defaults are set. Returns the <b>PNM PLUS</b> <b>OPERATOR CONSOLE</b> screen <b>MAIN MENU</b> .

# 2. CONFIGURATION FILES

### 2.1 Register and Option Templates

### 2.1.1 IMPORT/EXPORT REGISTER & OPTION TEM-PLATES

1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click 1.	The MANAGE REGISTERS AND OPTIONS TEMPLATE screen appears.
3	Select a phone model type.	
4	Click on the <b>IMPORT</b> or <b>EXPORT</b> button.	The <b>IMPORT FROM DATABASE</b> or <b>EXPORT FROM DATABASE</b> screen appears.
5	Select the drive, path, and filename of the database containing the	

6 Click on OK.

The SELECT TEMPLATE TO IMPORT or SELECT TEMPLATE TO EXPORT screen appears.

DEF. 05.03.00	Factory default ver.	05.03.00	
DEF. 05.03.01	Factory default ver.	05.03.01	
DEF. 05.03.02	Factory default ver.	05.03.02	
DEF. 05.03.03 Factory default ver. 05.03.03			
FACTRYDEF Factory default ver. 05.04.00			
DEF. 05.04.00	Factory default ver.	05.04.00	
AVTS 533	533E FOR AVTS	05 03 03	
	ПК	Cancel	

PNM Plus imports/exports the template to your working database and returns to the MANAGE REGISTERS AND	highlight the selection.	-
<b>OPTIONS TEMPLATE</b> screen.	Click on <b>OK</b> .	8
OPTIONS TEMPLATE screen		0.4.4

1	Click the <b>CONFIGURATION</b> icon.	The CONFIGURATION MENU appears.
2	Click 1.	The MANAGE REGISTERS AND OPTIONS TEMPLATE screen appears.

3	Select a phone model type.	
4	Highlight the template you want by clicking on the box to the left of the template.	
5	Click CHOOSE.	The <b>REGISTERS AND OPTIONS</b> screen for your specified phone model appears.
6	Click SET LIKE.	The SET REG/OPT TO BE LIKE screen for your specified phone model appears.

Set Reg/Opts for DEF. 05.03🗙		
Use Series 5/5	i501 Template:	
DEF. 05.03.00	Factory default ver. 05.03.00	
DEF. 05.03.01	Factory default ver. 05.03.01	
DEF. 05.03.02	Factory default ver. 05.03.02	
DEF. 05.03.03	Factory default ver. 05.03.03 💌	
Or Make It Like the Series 5/5501 Model Phone:		
(941) 751-6495 ALwallFL - low right		
(941) 751-9520	ALwallFL - upper left	
(941) 756-1799	TNwallFL - low mid	
	<u>OK Cancel</u>	

7	Click the desired template or phone.	
8	Click on <b>OK</b> .	The registers and options for your template are set like those in the selected template or phone. Returns the <b>REGISTERS</b> <b>AND OPTIONS</b> screen.

9	Click on CLOSE.	Returns the MANAGE REGISTERS & OPTIONS TEMPLATES screen.
10	Click on CLOSE.	Returns the <b>PNM PLUS</b> <b>OPERATOR CONSOLE</b> screen <b>MAIN MENU</b> .

### 2.2 Rate Files

### 2.2.1 OBTAINING RATE FILES

Rate files can be obtained by downloading from the Elcotel Web Site at www.elcotel.com.

### 2.2.2 VIEWING AND EDITING RATE FILES

1	Click the <b>CONFIGURATION</b> icon.	The CONFIGURATION MENU appears.
2	Click 2.	The CONFIGURATION FILES - SELECT RATE TABLE screen
		appears.

c	Configuration Files 🛛 🕅						
	Select Rate Table						
	File Name	Description	Date	Time	Phones Assigned		
	941301DF.R94	+ Default 941 - 301 Rate Module File (R94)+	2/5/1998	10:26 am	5		
	<u>E</u> dit <u>N</u> ew <u>D</u> elete <u>R</u> ename <u>C</u> lose						

**3** Highlight the desired rate file by selecting the box to the left of the file name.

If you want to edit an Elcotelsupplied rate file, we recommend that you first make a copy it and edit the copy.

Click on EDIT.

4

The **RATE FILE EDITOR** screen appears.

Local Band Charges		L	ocal Ban	d Charges	
IntraLata Band Charges InterLata Band Charges InterState Band Charges	Band	Initial Rate	Initial Time	Additional Rate	Additional Time
Corridor Band Charges	1	\$0.00	15	\$0.35	15
Canadian Band Charges	2	\$0.35	15	\$0.35	15
Extended Band Charges	3	\$0.35	5	\$0.30	5
Misc. Band Charges InterState NPAs	4	\$0.35	15	\$0.35	15
IntraState NPAs	5	\$0.20	15	\$0.20	15
Surcharges	6	\$0.35	U	\$0.00	U
Rate Center Exchanges	7	\$0.20	60	\$0.20	1
	8	\$0.10	1	\$0.10	1
1	9	\$0.35	15	\$0.35	15
<u>G</u> roupChange	10	\$0.35	15	\$0.35	15

5	Select the desired Band Charge category from the <b>CATEGORY</b> list box.
6	In the grid box, select the box to the left of the band you want to modify.
7	Enter the new values for this band.
8	Use the preceding steps to

9	Click on <b>OK</b> .	PNM Plus returns the <b>YELLOW</b> <b>RESOLUTION</b> screen.
10	Click the appropriate option. For details on these options, see Section 3.4.	PNM Plus returns the <b>OPERATOR CONSOLE</b> screen <b>MAIN MENU</b> .

### 2.2.3 EDITING RATE FILES USING GROUP CHANGE

1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click <b>2.</b>	The CONFIGURATION FILES - SELECT RATE TABLE screen appears.
3	Highlight the desired rate file by selecting the box to the left of the file name.	
4	Click on <b>EDIT</b> .	The <b>RATE FILE EDITOR</b> screen appears.
5	Click on <b>GROUP</b> CHANGE.	The CHANGE RATES screen appears.

Change Rates	X
From: Canadian 1	To: Canadian 1 💌
Change Rates by	Initial Additional
Add to Existing Rates	\$0.00 🗢
O S <u>e</u> t Rates to	\$0.00
Change Times by	Initial Additional
Add to Existing Time	0 ♦ 0 ♦
O Set <u>T</u> ime to	
☐ View 'Hints'	Apply Change <u>C</u> lose

		_
6	From the <b>FROM</b> field drop down list, select the Starting Price Band Category to be modified in the Group Change.	The <b>FROM</b> and <b>TO</b> fields determine the range of pricing bands affected by group change.
7	From the <b>To</b> field drop down list, select the Last Price Band Category to be modified in the Group Change.	
8	In the CHANGE RATES BY field, click on the ADD TO EXISTING RATES or SET RATES TO button.	
9	Next to the button you selected in the previous step, use the arrows in the CHANGE RATES BY box INITIAL and ADDITIONAL fields to select the initial and additional amounts.	
10	In the CHANGE TIMES by field, click on the ADD TO EXISTING TIME or SET TIME TO button.	

11	Next to the button you selected in the previous step, use the arrows in the CHANGE TIMES BY box INITIAL and ADDITIONAL fields to select the initial and additional time values.	To set a value to <i>restricted</i> or <i>unlimited</i> , enter a value of <b>99</b> in the <b>SET TIME TO</b> fields.	
12	Click on <b>AppLy</b> <b>CHANGE.</b>	PNM Plus changes the values. A dialog box notifies you of the number of price bands affected by the change.	
13	Click <b>OK</b> .		
14	Click CLOSE.	PNM Plus returns the <b>YELLOW</b> <b>RESOLUTION</b> screen.	
15	Click the appropriate option. For details on these options, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE screen MAIN MENU.	

### 2.2.4 MANAGING RATES GLOBALLY

Use the Global Rate Editor to:

- Modify the initial and additional rate amounts and times.
- Add NXXs to an existing NPA.

*Note:* If you are only adding NXXs to an existing NPA, go directly to Step 11.

1	Click the <b>CONFIGURATION</b> icon.	The CONFIGURATION MENU appears.
2	Click <b>3.</b>	The GLOBAL RATE EDITOR screen appears.

Ø	📫 The R94 Global Rate Editor 📃 🔲 🗙					
ŀ	<u>File E</u> dit <u>H</u> elp					
Г						
	Available Files	Selected Files				
	941301DF.R94 + Default 941 - 301 Rate Module File (R94)+	941301DF.R94				
		<u>A</u> dd >				
		Add All >>				
		< <u>R</u> emove				
		<< Remove All				
	1	J				
ſ	<u>N</u> ≫≺s Bangs	Close				
1						

3 In the AVAILABLE FILES window, double click on a rate to edit. Repeat for each file to edit, or click ADD ALL. The file is copied to the **SELECTED FILES** window.

4 Click **BANDS**.

The **MODIFY PRICE AND TIME** screen appears.

The R94 Global Rate Editor 🛛 🛛 🕅					
М	Modify Price and Time				
Scope	Change Rates by	Initial	Additional		
☐ IntraLata	Add to Existing Rates	0.00	0.00		
🖵 InterLata	C Set Rates to	0.00	0.00		
InterState	- Change Times By-				
Corridor	change rimes by	Initial	Additional		
Canada	C Add to Existing Time	0	0		
Miscellaneous	C Set Time to	0	0		
Apply Cancel					

5	At the <b>SCOPE</b> window, click on the check box for each band charge category you want to modify.	All bands within a <b>SCOPE</b> will be changed identically.
6	<ul> <li>At the CHANGE RATES BY window:</li> <li>Click ADD TO EXISTING RATES and enter the amount you want to add to the Initial rate amount and to the Additional rate amount.</li> <li>Click SET RATES TO and enter the Initial and Additional rate</li> </ul>	You can subtract from the existing amounts by entering a negative (-) sign before the amounts.
7	<ul> <li>amounts.</li> <li>At the CHANGE TIMES BY window:</li> <li>Click ADD TO EXISTING TIMES and enter the amount you want to add to the Initial time and to the Additional time.</li> <li>Click SET TIME TO and enter the Initial and Additional times.</li> </ul>	

		_
8	Click APPLY.	The <b>ABOUT TO MODIFY R94s</b> screen displays the number of rate files and phones that will be affected by the changes you have specified.
9	Click CONTINUE.	PNM Plus makes the changes and returns the YELLOW RESOLUTION screen.
10	Click the appropriate option. For details on these options, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE screen MAIN MENU.
11	To add NXXs to an NPA, repeat steps 1-3 and click <b>NXXs</b> .	The ACTIVATE NXX screen appears.

The R94 G	lobal Rat	te Editor	
	Activa	te NXX	
NPA	Sister Nxx	New Nxx	A <u>d</u> d to List
	Nxx's to Add		
NPA	Sister Nxx	New Nxx	
			Cl <u>e</u> ar List
			Delete <u>R</u> ow
			Apply
•		Þ	<u>C</u> ancel

12	<ol> <li>In the NPA field, enter the NPA where you want to add the NXX.</li> <li>In the SISTER NXX field, enter the existing NXX you want to use as a model for the new</li> </ol>	
	<ul> <li>NXX.</li> <li>3. In the NEW NXX field, enter the new</li> <li>NXX you want to add</li> <li>4. Click ADD TO LIST.</li> </ul>	
13	Click Apply.	The <b>ABOUT TO MODIFY R94s</b> screen displays the number of rate files and phones that will be affected by the changes you have specified.
14	Click CONTINUE	PNM Plus makes the changes and returns the GLOBAL RATE EDITOR.
15	Click CLOSE.	PNM Plus returns the <b>YELLOW</b> <b>RESOLUTION</b> screen.
16	Click the appropriate option. For details on these options, see Section 3.4.	PNM Plus returns the <b>OPERATOR CONSOLE</b> screen <b>MAIN MENU</b> .

### 2.2.5 ASSIGNING A RATE FILE

#### From **OPERATOR CONSOLE**:

1	Click the <b>PAYPHONE</b> <b>ADMINISTRATION</b> icon.	The NAVIGATION screen appears.
2	After you have entered the phone into the PNM Plus database, double click on the phone from the <b>PHONES</b> list box or click on the phone then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	Click <b>R</b> ATES.	The CONFIGURATION FILES -

SELECT RATE TABLE screen appears

Configuration Files 🛛 🕅					
	Select Rate Table				
File Name	Description	Date	Time	Phones Assigned	
Ø 941301DF.R94	+ Default 941 - 301 Rate Module File (R94)+	2/5/1998	10:26 am	0	
Edit		Assign to	Phone	Cancel	

4	Click on the box to the left of the file you want.	
5	Click on <b>Assign to</b> <b>Phone</b> .	The rate file is assigned. Returns the <b>PHONE DETAIL</b> screen.

6	Click on <b>OK</b> .	Returns the NAVIGATION screen.
7	Click CLOSE.	Returns <b>OPERATOR CONSOLE</b> .

### 2.3 Assigning a Priority Parsing File

The priority parsing feature is used to:

- Block calls.
- Set pricing for specific calls.
- Route calls.
- Convert digits dialed into other digits.
- Process calls based on specific macros.
- Redial calls.

Refer to your *PNM Plus Operation Manual*, Section 8.5, for information about managing priority parsing functions.

1	Click the <b>PAYPHONE</b> <b>ADMINISTRATION</b> icon.	The <b>NAVIGATION</b> screen appears.
2	After you have entered the phone into the PNM Plus database, double click on the phone from the <b>PHONES</b> list box or click on the phone then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	Click <b>Pri Par</b> .	The CONFIGURATION FILES - SELECT PRIORITY PARSING FILE screen appears

C	Configuration Files 🛛 🔀					
		Select Priority Parsing I	File			
	File Name	Description	Date	Time	Phones Assigned	
▶	DEFAULT.P94	+ Default Priority Parsing File+	6/22/1998	04:43 pm	1	
Γ	<u>E</u> dit		<u>A</u> ssign to	Phone	<u>C</u> ance	I

4	Click on the box to the left of the file you want.	
5	Click on ASSIGN TO PHONE.	The priority parsing file is assigned. Returns the <b>PHONE DETAIL</b> screen.
6	Click on <b>OK</b> .	Returns the <b>NAVIGATION</b> screen.
7	Click CLOSE.	Returns <b>OPERATOR CONSOLE</b> .

### 2.4 Assigning a Speed Dial File

You can assign a Speed Dial file to your phone so the Payphone user can quickly dial out a convenience number (e.g., dial for TAXI service).

Refer to your PNM Plus Operation Manual, Section 8.6, for information on creating and editing Speed Dial files.

1	Click the <b>PAYPHONE</b>	The NAVIGATION screen
	ADMINISTRATION icon.	appears.

- 2 After you have entered the phone into the PNM Plus database, double click on the phone from the **PHONES** list box or click on the phone then click **DETAIL**.
- **3** Click **SPEED**.

The CONFIGURATION FILES - SELECT SPEED DIAL FILE screen appears.

C	Configuration Files 🛛 🕅					
		Select Speed Dial File				
	File Name	Description	Date	Time	Phones Assigned	
►	DEFAULT.S94	+-Default NANP Speed Dial File+	6/22/1998	04:43 pm	1	
	Edit			piece 1	Cancel	
_	Edit Assign to Phone Cancel					

4	Click on the box to the left of the file you want.	
5	Click on ASSIGN TO PHONE.	The speed dial file is assigned. Returns the <b>PHONE DETAIL</b> screen.
6	Click on <b>OK</b> .	Returns the NAVIGATION screen.
7	Click CLOSE.	Returns <b>OPERATOR CONSOLE</b> .

# 2.5 Assigning a Program File

If you need to upgrade your phone to a newer version of software, you can use PNM Plus to write over the existing phone software.

1	Click the PAYPHONE	The NAVIGATION screen
-	ADMINISTRATION icon.	appears.
2	After you have entered the phone into the PNM Plus database, double click on the phone from the <b>PHONES</b> list box or click on the phone then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	To upgrade your phone to a newer version of software, click <b>PROGRAM</b> .	Select the software version you want to download from the drop down list.
4	Click OK.	PNM Plus returns the <b>YELLOW</b> <b>RESOLUTION</b> screen.
5	Click the appropriate option. For details on these options, see Section 3.4.	Returns the <b>NAVIGATION</b> screen.
6	Click CLOSE.	Returns <b>OPERATOR CONSOLE.</b>

From **OPERATOR CONSOLE**:

## 2.6 Assigning a Voice File

If you are using Elcotel's PAOF<sup>TM</sup> (Payphone Automated Operator Function) store and forward, you can select a voice brand file, if used, by clicking on **VOICE** at the **PHONE DETAIL** screen and then selecting the voice file you want to download to the payphone. Contact Elcotel Coinless Services Department for further information.

**Note:** *Model KX-5502 phones do not support voice brand files or PAOF.* 

1	Click the <b>PAYPHONE</b> <b>ADMINISTRATION</b> icon.	The NAVIGATION screen appears.
2	After you have entered the phone into the PNM Plus database, double click on the phone from the <b>PHONES</b> list box or click on the phone then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	Select a phone model type.	The phone model type determines which options are enabled in the <b>PHONE DETAIL</b> screen.
4	Click VOICE.	Select the voice file you want from the drop down list.
5	Click CLOSE.	PNM Plus returns the <b>YELLOW</b> <b>RESOLUTION</b> screen.
6	Click the appropriate option. For details on these options, see Section 3.4.	Returns <b>OPERATOR CONSOLE.</b>

## 2.7 Assigning a Rep/Cards Template

You can assign a Rep/Card template to give your phone a pre-defined set of repertory dialing patterns and credit/debit card tables. The repertory dialer buttons offer your customers speed dial features for commonly used numbers. Credit/debit card tables give you quick access to an internal source of approval/disapproval tables for known card numbers.

#### From **OPERATOR CONSOLE**:

1	Click the <b>PAYPHONE</b> <b>ADMINISTRATION</b> icon.	The <b>NAVIGATION</b> screen appears.
2	After you have entered the phone into the PNM Plus database, double click on the phone from the <b>PHONES</b> list box or click on the phone then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	Click REP/CARDS	The KX-5502 REP/CARDS

**3** Click **REP/CARDS**.

screen appears.

KX-5502 Rep/Cards Templates			
Phone To Assign Template: (555) 555-5354			
Name	Description		
sample	sample		
Unassigned	+ Unassigned Rep/Cards Template+		
<u>E</u> dit		Assign to Phone Cancel	

4	Click on the box to the left of the file you want.	
5	Click on ASSIGN TO PHONE.	The rep/cards file is assigned. Returns the <b>PHONE DETAIL</b> screen.
6	Click on <b>OK</b> .	Returns the NAVIGATION screen.
7	Click CLOSE.	Returns <b>OPERATOR CONSOLE</b> .

# 3. MANAGING PHONE INFORMATION

### **3.1 Adding a Phone to the Database**

From <b>OPERATOR CONSOLE</b> :
--------------------------------

- 1Click on the PAYPHONEThe<br/>ADMINISTRATION icon.
- 2 Double click on the PHONE icon or click on the PHONE icon then click on DETAIL.

The **NAVIGATION** screen appears.

The **PHONE DETAIL** screen appears.

Phone Detail			×
Phone ANI	Current Security	Phone File	s Base Template:
Phone Model KX-5502	Phone ID	RegOpt	KX-5502_DEF
Phone Type KX-5502 - Standard 💌	Password 99999999	Rates	941301DF.R94
Rep. Dial Keys 9	Bypass 88888888	Pri Par	DEFAULT.P94
Site Name Unassigned Site	<b>±</b>	Speed	DEFAULT.S94
Location		Program	Unassigned
Group	New Security Phone ID	Rep/Card	Unassigned
Install Date 07/22/1999	Password	Voice	
Pgm Ver. 01.03.00 🔽		Language 1	Unassigned
ROM Ver. Serial No. Notes	Cashbox	Language 2	Unassigned
Phone Var1	Serial	Messages	Unassigned
Phone Var2	Seal	Dates	View op file dates
	timated Charges		(eys
Coll. Interval	C/LD Rates Unassigned	<u> </u>	Ipper 0000000000
Cal	Type Tax Rates Unassigned	<b>_</b> L	.ower 000000000
Eol List Cmd List New	Delete	<u>0</u> K	<u>C</u> ancel

- **3** Click on NEW.
- 4 Enter the **PHONE ANI**.
- 5 Select the PHONE MODEL type.

6	If the phone is a KX- 5502 model, select the number of <b>REP. DIALER</b>	The drop down menu allows you to select either 9, 12, or 12A.
	KEYS.	<i>Note: The 12A repertory dialer option only applies to Canadian payphones.</i>
7	Enter the CURRENT SECURITY PHONE ID.	This field must be numeric and unique.
8	Enter the CURRENT SECURITY PASSWORD.	PNM Plus uses the <b>PNM PLUS</b> <b>PASSWORD</b> when calling the payphone.
9	Enter the CURRENT SECURITY BYPASS.	The Bypass Code is used to enter voice telemetry, either local or remote.
10	Select the site from the <b>SITE NAME</b> field drop down list.	You must first have entered a site in the database and assigned your phone to the site.
11	Enter the LOCATION.	This field is required.
12	Select the group you want from the <b>GROUP</b> field drop down list.	This field is optional.
13	PNM Plus will automatically enter the INSTALL DATE, PGM VER, ROM VERSION, and SERIAL NO.	These fields are optional.
14	These fields are not required, but the data may be useful for your business needs later.	The KEYS - UPPER field. The KEYS - LOWER field. The CASHBOX SERIAL field. The CASHBOX SEAL field.

15	Click <b>REGOPT</b> to set your phone's registers and options.	See Section 2.1.2.
16	Click <b>RATES</b> to assign a rates file to your phone.	See Section 2.2.
17	Click <b>PRIPAR</b> to assign priority parsing files to your phone.	See Section 2.3.
18	Click <b>SPEED</b> to assign speed dial files to your phone.	See Section 2.4.
19	Click <b>PROGRAM</b> to upgrade your phone to a newer version of software.	See Section 2.5.
20	Click <b>REP/CARD</b> to assign a Repertory Dialer or Credit/Debit Card Template.	This feature is not available to Series 5/5501 phones. See Section 2.7.
21	Click <b>VOICE</b> to assign a Voice file.	This feature is not available to KX-5502 phones. See Section 2.6.
22	Click <b>LANGUAGE 1</b> to select an additional language file for downloading.	Refer to your <i>PNM Plus</i> <i>Operation Manual</i> , Section 4.3.13, for further information on Language files.
23	Click <b>MESSAGES</b> to assign a scrolling message template.	

24	Click on the <b>LCD/LD</b> <b>RATES</b> drop down list in the <b>ESTIMATED</b> <b>CHARGES</b> field and select a Charged Rates Template.	Refer to your <i>PNM Plus</i> <i>Operation Manual</i> , Section 4.3.14, for further information on assigning charged rates templates.
25	Click on the CALL TYPE TAX RATES drop down list in the ESTIMATED CHARGES field and select a Tax Rates Template.	Refer to your <i>PNM Plus</i> <i>Operation Manual</i> , Section 4.3.15, for further information on assigning tax rates templates.
26	In the <b>PHONE</b> <b>VARIABLES</b> drop down lists, you can select three data items of user- defined information.	The titles associated with these three data items can be set in the <b>GENERAL</b> tab of the <b>CONFIGURATION</b> screen. See Section 1.3.
26 27	VARIABLES drop down lists, you can select three data items of user-	three data items can be set in the <b>GENERAL</b> tab of the <b>CONFIGURATION</b> screen. See

## 3.2 Editing Phone Information

#### From **OPERATOR CONSOLE**:

11011		
1	Click on the <b>PAYPHONE</b> <b>ADMINISTRATION</b> icon.	The <b>NAVIGATION</b> screen appears.
2	Select the phone you want to edit and then click <b>DETAIL</b> .	The <b>PHONE DETAIL</b> screen appears.
3	Select the fields you want to change and enter the new information.	
4	Click <b>OK</b> .	PNM Plus returns the <b>NAVIGATION</b> screen.
5	Click CLOSE.	If your changes modify payphone programming, the <b>YELLOW RESOLUTION</b> screen appears.
6	Click the appropriate option. For details, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE MAIN MENU.

# 3.3 Using the Rep/Cards Editor

#### 3.3.1 CREATING A REP/CARDS TEMPLATE

From	<b>OPERATOR CONSOLE:</b>	
1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click <b>8.</b>	The <b>REP/CARDS TEMPLATE</b> screen appears.

Name	Description			
Airport	Template for phones at the Intl Airport			
Downtown				
Mall	Template for phones at the Mall			
Unassigned + Unassigned Rep/Cards Template+				

3	Select the Rep/Cards Template you wish to use as your base template.	
4	Click NEW.	The NEW TEMPLATE CONFIRMATION screen appears.
5	Click <b>YES</b> . Enter the name of the new template then click on <b>OK</b> .	Your name can be up to 20 characters with spaces and punctuation marks.
6	Enter the Description of the new template then click <b>OK</b> .	Your description can be up to 50 characters with spaces and punctuation marks.
7	Go to Section 3.3.2, 3.3.3, and 3.3.4 to customize your new template.	

#### 3.3.2 EDITING THE REPERTORY DIALER TABLE

Fron	n OPERATOR CONSOLE:	
1	Click the <b>CONFIGURATION</b> icon.	The <b>CONFIGURATION MENU</b> appears.
2	Click 8.	The <b>REP/CARDS TEMPLATE</b> screen appears.
3	Select the Rep/Cards Template you wish to edit.	
4	Click on <b>EDIT</b> . The Repertory Dialer tab is selected on default.	The <b>KX-5502 REP/CARDS</b> <b>EDITOR</b> screen appears with the Repertory Dialer tab in front.

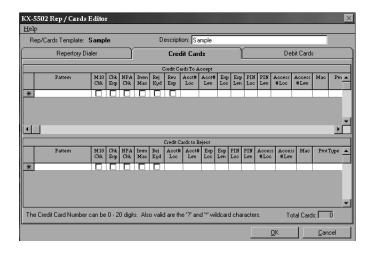
Rep/Cards Template:         test1         Description:         test           Repertory Dialer         Credit Cards         Debit Cards											
Key	Pattern	Dialing Macro	ССТ	Initial Rate	Initial Time	Addt'l Rate	Addt'l Time	LATA	ID	Msg. Start	Ms; Sto
1		Not Used	0	0.00	0	0.00	D	Not Used/	Not Used		
2		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
3		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
4		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
5		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
6		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
7		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
8		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
9		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
10		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
11		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
12		Not Used	0	0.00	0	0.00	0	Not Used/	Not Used		
Remember that if you use this template on a phone defined with a 9-key dialer, entries 10 - 12 will be ignored.											

5	View the numbers from 1-12 in the column on the right under <b>KEY</b> .	This is the Key number or the number of the button on your KX-5502 model payphone.
		Note: Depending on your phone model type (Western or Quadrum), you may have 9 or 12 repertory dialer but- tons on the payphone. If the payphone only has 9 buttons, key num- bers 10, 11, and 12 will be unused.
6	Using the drop down box in the <b>ID</b> column, select the principle use	To use this key as a speed dial button, select <b>COMPLETE</b> and continue with step 7.
	for this key.	If you want to use this key for one of the other listed options, click on the selection and go to the next key. No other columns on this row need to be edited.
7	Under the <b>PATTERN</b> column, enter the number to be dialed.	The <b>PATTERN</b> field can include digits 0 - 9, #, ?, and *. This field is limited to 23 digits.
8	Select a <b>DIALING</b> <b>MACRO</b> from the drop down list.	The dialing macro assigned to the pattern tells your payphone how to dial specific call types.
9	Enter a time in seconds under the <b>CCT</b> column.	The CALL COMPLETION TIMER designates the number of seconds that must expire after answer detect for a call to be complete and billable.

10	Enter the <b>INITIAL RATE</b> and <b>INITIAL TIME</b> for the call in the proper columns.	
11	Enter the <b>ADDITIONAL</b> <b>RATE</b> and <b>ADDITIONAL</b> <b>TIME</b> for the call in the proper columns.	
12	Select a <b>LATA</b> from the drop down box.	
13	From the drop down list, select the number of the first instructional message associated with the current key in the <b>MSG START</b> field.	
14	From the drop down list, select the number of the last instructional message for this key in the <b>MSG STOP</b> field.	
15	Click <b>OK</b> and follow the on-screen prompts.	If the modified file has been assigned to a phone, the <b>YELLOW RESOLUTION</b> screen appears.
16	Click the appropriate option. For details, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE MAIN MENU.

#### 3.3.3 EDITING A CREDIT CARD TEMPLATE

#### 1 The **CONFIGURATION MENU** Click the appears. **CONFIGURATION** icon. 2 The **REP/CARDS TEMPLATE** Click 8. screen appears. 3 Select the Rep/Cards Template you wish to edit. The KX-5502 REP/CARDS 4 Click on **EDIT**. The EDITOR screen appears with the Repertory Dialer tab is Repertory Dialer tab in front. selected on default. 5 The KX-5502 REP/CARDS Click on the **CREDIT EDITOR** screen appears with the CARDS tab. Credit Card tab in front.



6	In the top half of this screen, enter the credit card number <b>PATTERN</b> to accept.	Note: If there are no entries in this column, the payphone will not accept any credit cards. Each row is limited to 20 digits. You may use the following wildcards: ? = any one digit * = any following digits
7	Check <b>M10 CHK</b> , if you wish the phone to perform modulo ten.	Refer to Section 8.8.3 in your <i>PNM Plus Operation Manual</i> for more information on this option.
8	Check <b>CHK EXP</b> , if you want the expiration date to be checked.	
9	Check <b>NPA CHK</b> , if you wish the phone to check the area code on the calling card.	
10	Check <b>IMMED MACRO</b> , if you want the phone to immediately run the assigned macro when it reads a given pattern from a card.	This option also instructs the phone to pick up the Access Number from the card's magnetic stripe when a value is entered in the ACCESS# LOC field.
11	Check <b>REJ KYD</b> , if you want the phone to reject all keyed in card numbers.	

_		
12	Check the box under <b>REV EXP</b> if your OSP requires YYMM format.	This field only applies to KX 1.3 phones.
13	Enter the location of the account number in the <b>ACCT# LOC</b> field.	Refer to Section 8.8.3 in your <i>PNM Plus Operation Manual</i> for instruction on number locations and lengths.
14	Enter the length of the account number in the <b>ACCT# LEN</b> field.	
15	Enter the location of the expiration date in the <b>EXP LOC</b> field.	
16	Enter the length of the expiration date in the <b>EXP LEN</b> field.	
17	Enter the location of the account holder's personal identification number in the <b>PIN LOC</b> field.	
18	Enter the length of the account holder's personal identification number in the <b>PIN LEN</b> field.	
19	Enter the location of the access number in the <b>ACCESS # LOC</b> field.	
20	Enter the length of the access number in the <b>ACCESS # LEN</b> field.	

21	Enter any appropriate Macros associated with this credit card pattern in the <b>MACRO</b> field.	
22	Select a payment type from the <b>PAYMENT</b> <b>TYPE</b> drop down list.	
23	Repeat Steps 6 through 22 for any additional patterns you wish to enter.	
24	In the bottom half of the screen, repeat steps 6 through 22 to enter any credit card numbers you wish the phone to reject.	The same wild cards are allowed as in the "Credit Cards to Accept" section. <b>CREDIT CARD TO REJECT</b> fields do not include the <b>REV</b> <b>EXP</b> check box.
25	Click on <b>OK</b> and follow the on-screen prompts.	If the modified file has been assigned to a phone, the <b>YELLOW RESOLUTION</b> screen appears.
26	Click the appropriate option. For details, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE MAIN MENU.

#### 3.3.4 EDITING A DEBIT CARD TEMPLATE

#### 1 The **CONFIGURATION MENU** Click the appears. **CONFIGURATION** icon. 2 The **REP/CARDS TEMPLATE** Click 8. screen appears. 3 Select the Rep/Cards Template you wish to edit. The KX-5502 REP/CARDS 4 Click on **EDIT**. The **EDITOR** screen appears with the Repertory Dialer tab is Repertory Dialer tab in front. selected on default. 5 The KX-5502 REP/CARDS Click on the **DEBIT EDITOR** screen appears with the CARDS tab. Debit Card tab in front.

From <b>Operato</b>	<b>R</b> CONSOLE:
---------------------	-------------------

KX-5502 Rep / Cards E	ditor				×
<u>H</u> elp					
Rep/Cards Template: test1	I	Description: test1			
Repertory Dialer	T T	Credit Cards	ľ	De	ebit Cards
	D	ebit Cards To Accept			ן ר
	Number Start	Serial Number End	W	eighting Factor	
*					
	[	Debit Cards To Reject			-
	Serial Number Sta		ber End		
	*			_	
				 Total Ci	ards: 0
				<u>0</u> K	Cancel

6	Enter the debit card numbers to accept.	If there are no entries in this section, the payphone will not accept any debit cards. You may use the following wildcards: ? = any one digit * = any following digits
7	Enter the Weighting Factor for each debit card to accept.	Weighting Factor specifies the multiplier to be used in calculating the value of a debit card. The value should be between 1 and 16.
8	Enter the debit card numbers to reject.	You may use the following wildcards: ? = any one digit * = any following digits
9	Click on <b>OK</b> and follow the on-screen prompts.	If the modified file has been assigned to a phone, the <b>YELLOW RESOLUTION</b> screen appears.
10	Click the appropriate option. For details, see Section 3.4.	PNM Plus returns the OPERATOR CONSOLE MAIN MENU.

# 3.4 Downloading Updated Phone Information

The **YELLOW RESOLUTION** screen appears when a change is made to the payphone configuration. For the change to take affect, it must be downloaded to the phone.

STOP	You have made a change that affects the configuration of the payphone. The payphone needs to be updated via a download. Pick an update method from the choices below		
	Automati	cally update the phone using a poll list	
	1	Update at next contact	
	2 Create a new one-time poll list		
	3 Add this phone to an existing poll list		
	Manually control the update of the phone		
	4 I will take care of the phones later		
	<u>5</u>	Please call the phone now	

Select **Update at next contact** to update the next time you contact the phone. This contact could be the next time the phone calls home, you call the phone using the **DIAL PAYPHONE** screen, or during polling.

Select **Create a new one-time poll list** to create a poll list that PNM Plus uses one time to download the data to the phone.

Select **Add this phone to an existing phone list** if you want to update the phone the next time PNM Plus runs an existing poll list.

To download the new information manually at a later time, select **I** will take care of the phone later.

To use the Dial a Payphone feature to download the new information at the present time, select **Please call the phone now**.

# 4. POLLING YOUR PHONES

# 4.1 Dialing a Phone from Operator Console

From **OPERATOR CONSOLE**:

1 Click on the **DIAL A PAYPHONE** icon at the PNM Plus toolbar.

The **DIAL PAYPHONE** screen appears.

Dial Payphone		×
Phone Selected: (305) 555-9	509 Family Coin Laundry-outside	Model:
Select Commands" Upload Plemote Status Upload All Counters Upload SMDR Upload SMDR Upload SMDR Upload Diagnostic Block DnLd Pogram File DnLd Voigem File DnLd Voigem File DnLd Voigem File DnLd Voige Brand File Clear Alarms Elear Alarms Der Data Reload Phone RAM Run Program from RDM Set Date 3 Time Set Totalszer Amount "Your may select more than one command from this list. Simply cick on all the commands you wish to send. Then, dick the button below. Dial Phone & Execute Commands Are Sert	Results       Phone Reports       Cashbox \$       Totalizer \$       Last Collected \$       Date/Time:       Zone:       Serial No.       Software Version:       ROM Chip Version:   Results       Modem Settings	Alarms Call Counts Chone Close
Status		
Lir	e: mins	

2	To select the phone to call, click <b>SELECT PHONE</b> .	The <b>FIND A PHONE</b> screen appears.
3	Enter either the ANI, site name, or phone ID. Click <b>FIND</b> .	PNM Plus finds the phone and displays the ANI, site name, and ID.

4	Click CHOOSE.	PNM Plus returns the <b>DIAL</b> <b>PAYPHONE</b> screen and displays the selected phone in the upper left corner.
5	Select the commands you want to send from the SELECT COMMANDS list box.	The top two commands (UPLOAD REMOTE STATUS and UPLOAD CALL COUNTERS) are always selected. If DNLD PROGRAM FILE and DNLD OPERATIONAL FILES are selected, BURN RAM IMAGE TO EEPROM is also selected.
6	To start the call, click DIAL PHONE & EXECUTE COMMANDS.	The status display shows <i>connected to phone</i>
7	The <b>COMMAND</b> <b>RESULTS</b> list box shows the status of each command selected.	To end the call, click <b>ABORT CALL</b> .

**Note:** You have the option of checking the **STAY ONLINE AFTER COMMANDS ARE SENT** box, which allows you to execute additional commands without redialing your payphone. For detailed information about this feature, refer to your **PNM Plus Operation Manual**.

# 4.2 Creating a Poll List

1	Click on the <b>POLL LIST</b> icon.	The <b>POLL LIST</b> <b>MAINTENANCE</b> screen appears with the available poll lists displayed in the <b>POLL LISTS</b> list box.
2	Click on NEW.	The ENTER NEW POLL LIST INFORMATION screen appears.

Enter New Poll List Information 🛛 🛛 🕅		
Enter Poll List Name: Set Poll List Type:	Daily Alarm Collection   Repetitive O One Time	
Sour on List Type.	<u>OK</u> <u><u>OK</u> <u>Cancel</u></u>	

3	Enter the Poll List name in the ENTER POLL LIST NAME field.	_
4	Set the Poll List type by clicking on the <b>REPETITIVE</b> or <b>ONE TIME</b> button.	
5	Click on <b>OK</b> .	The <b>POLL SCHEDULE</b> screen appears.

Poll Schedule 🛛 🛛 🕅				$\times$	
Poll List Name: Daily A	larm Scheo	lule			
Selected Week Day	Selected	Day of M	onth		1
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ⊠ Saturday ☐ Sunday	1 2 3 4 5 6 7 8	9 10 11 × 12 13 14 15 16	<ul> <li>☐ 17</li> <li>☐ 18</li> <li>☐ 19</li> <li>☐ 20</li> <li>☐ 21</li> <li>☐ 22</li> <li>☐ 23</li> <li>☐ 24</li> </ul>	25 26 27 27 28 29 30 31 Last	
Start Time Hour: 23:00					
Enter time from 0000 to 233 in 30 minute increments.	30			<u>0</u> K	

6	Select the days the schedule is to run and enter the start time for the poll list, and then click <b>OK</b> .	The <b>POLL LIST COMMANDS</b> screen appears.
7	Select the check boxes of the commands to be performed, and then click <b>OK</b> .	The ASSIGN PHONES TO POLL LIST screen appears.
8	Assign phones to the Poll List, and then click <b>OK</b> .	PNM Plus adds the poll list you just created to the database, and returns the <b>POLL LIST</b> <b>MAINTENANCE</b> screen.
9	Click on CLOSE.	

### 4.3 Adding a Phone to a Poll List

#### From **OPERATOR CONSOLE**:

1 Click on the **PAYPHONE ADMINISTRATION** icon. The **NAVIGATION** screen appears.

2	In the <b>PHONES</b> field, double click the phone you want to assign.	The <b>PHONE DETAIL</b> screen appears.
3	Click on POLL LIST.	The <b>Assign Poll List</b> screen appears.
4	From the <b>AVAILABLE</b> <b>POLL LISTS</b> list box, select the poll list you want to assign to your phone. Click <b>ADD</b> .	
5	Click OK.	PNM Plus returns the <b>PHONE</b> <b>DETAIL</b> screen.
6	Click <b>OK</b> .	PNM Plus returns the <b>NAVIGATION</b> screen.
7	Click CLOSE.	PNM Plus returns the <b>OPERATOR CONSOLE</b> .

## 4.4 Activating Poll Manager

To activate your poll lists so they will execute at the proper time, you must activate Poll Manager.

1	From the Windows desktop, Select START - PROGRAMS - PNM PLUS - POLL MANAGER.	The <b>POLL MANAGER</b> screen appears.
2	To deactivate Poll Manager and turn off polling, select <b>FILE</b> - <b>EXIT</b> from the toolbar.	

## 4.5 Configuring a Modem in Poll Manager

You must activate a communications port and ensure that your modem settings are correct before polling can take place.:

1	Open POLL MANAGER.	The <b>POLL MANAGER</b> screen appears.
2	Select CONFIGURATION - MODEM SETUP.	The MODEM/PORT CONFIGURATION screen appears.

Modem/Port Configuration		
	Port 1	
Port Active:	×	
Comm Port:	1	
Line Dial Prefix:		
Modem Type:	Custom	
Series 5/5501 Init String:	AT	
KX-5502 Init String:	AT	
Term String:	ATZ	
Call Type:	Outbound Only	
Line Type:	Both	
Next	Previous <u>U</u> ndo <u>C</u> lose	

3	Click on <b>NEXT</b> until the Port you need appears on your screen.	You can click on <b>PREVIOUS</b> to return to the previous communications port screen.
4	Select the box located to the right of the <b>PORT ACTIVE</b> label.	The communications port is activated.

5	Enter the Communication port number of your PC's modem in the <b>COMM</b> <b>PORT</b> field.	
6	Enter the line dial prefix in the <b>LINE DIAL PREFIX</b> field if your modem is connected to a switching device such as a PBX.	Refer to Section 7.1.2 in your <i>PNM Plus Operation Manual</i> for details.
7	Select the modem type from the <b>MODEM TYPE</b> drop down list.	If the Poll Manager is unable to open the port to the modem during modem initialization, the modem status displays <i>Unusable</i> . If the port is open but the modem is switched off, the modem status displays <i>Not Responding</i> . Poll Manager attempts to use another active modem that is defined for outbound communications.
8	Enter the communication port's initialization string in the <b>INIT STRING</b> field.	If you have both phone models in your network, you will have to select one <b>INIT</b> <b>STRING</b> for each type of phone.
9	Enter the communication port's termination string in the <b>TERM STRING</b> field.	
10	Select the call type from the CALL TYPE drop down list.	

11	Select the line type from the <b>LINE TYPE</b> drop down list.	
12	Click on <b>UNDO</b> if you have made any typing errors.	
13	Click on CLOSE.	Saves your modem and port settings. Returns the <b>POLL MANAGER</b> screen.

# 5. SERVICE MANAGEMENT

#### 5.1 Work Order Maintenance

From	<b>OPERATOR CONSOLE</b> :	_
1	Click on the <b>SERVICE</b> <b>MANAGEMENT</b> icon.	The SERVICE MANAGEMENT MENU appears.
2	Click on <b>2</b> (Work Order Maintenance).	The WORK ORDER MANAGEMENT screen displays the list of all open work orders.

Number	ANI	Reason for Work Order	Technician	Date Opened	Date Close
7  (3	05) 555-90	71  Coin Jam	Jackie	9/16/1998	
iow Work		r.	Work Order Status		Update
ow Work Tech Bill ( Date 77	Clintor	r:	₩ork Order Status ● Open Status ⊂ Closed Status ⊂ All Work Orders		<u>U</u> pdate Ne <u>w</u>

**3** Organize how you want to view work orders. You can sort them by Status, Technician, Date Range, or Phone ANI. 4 Select the work order you want to update by clicking on the box to the left of the work order. Click UPDATE.

The **WORK ORDER STATUS** screen appears.

Work (	Order Status	X			
Work Ord	er g Stati	us: Closed			
Payphone	(305) 555-9071	Opened: 09/18/1998 08:46 am			
	Luis Mobil - Gas Tank	Closed: 09/18/1998 08:48 am			
Problem	Coin Jam	<b>_</b>			
Technician	Jessica Tandy	<b>_</b>			
	A (* 13	Taken On Work Order			
-					
	e Action	Notes			
9/18/199	8 Replaced Coin Mech	Will remove chewing from old mech and return to stock ASAP.			
	New	Action <u>O</u> K <u>C</u> ancel			

5 You can add an action to the work order by clicking on **NEW ACTION**.

The WORK ORDER ACTION TAKEN screen appears.

	Action Taken Cleaned and painted enclosure				
	Account	Code / Cost			
	Account Code	Amount \$			
ļ	399 Other Repair	25,00			
*					
No	X Close Work Ord	er on 09/18/1998 08:50	) am		
		-	<u>O</u> K Cancel		

6	From the <b>ACTION TAKEN</b> drop down list, select the action that you took.	
7	From the <b>ACCOUNT CODE</b> drop down list, select the account code for that action.	This classification enables you to manage your expenses by account type. The list of account codes are defined using the System Configuration- Account Codes function.
8	Enter the amount of the action in the <b>AMOUNT</b> field.	
9	Click on the <b>CLOSE WORK</b> <b>ORDER</b> box if this is the final action to take for this work order.	The date you closed the work order appears. You can only close work orders if the action taken permits you to do so.
10	Enter any optional notes for this action in the <b>NOTES</b> field.	
11	Click on <b>OK</b> .	The WORK ORDER STATUS screen displays the actions taken and the date and time they were taken in the ACTIONS TAKEN ON WORK ORDER window. If the action taken closes the work order, the STATUS field changes to <i>Closed</i> .

<b>12</b> Click on <b>OK</b> .	Returns the WORK ORDER MANAGEMENT screen. If you close the work order, it no longer appears when OPEN STATUS is selected in the WORK ORDER STATUS window
<b>13</b> Click on <b>CLOSE</b> .	STATUS window. Returns the PNM PLUS OPERATOR CONSOLE screen MAIN MENU.

## 5.2 Customer Service (211)

*Note*: This feature is not available on KX-5502 phones running KX 1.1.5 firmware or earlier.

1	Click on the <b>SERVICE</b> <b>MANAGEMENT</b> icon.	The SERVICE MANAGEMENT MENU appears.
2	Click on <b>3</b> (Customer Service (211)).	The <b>CUSTOMER SERVICE</b> screen appears.

Customer	Service		×
ANI (305) 555	ANI (305) 555-9017 ANI not found on file Amount \$00.35		
Date Er	Date Entered: 09/18/1998		
Caller Inform	ation		
Name	Benny Kubbelsky	,	
Address	2541 White Ligh	ts ₩ay	
City	Beverly Hills	State CA	Zip 90210
Phone	(818) 555-0987		
How Handle	d	Account	ting Code
Credit at	the phone	203 Refunds	-
O Refund b	y mail	Complain	nt Reason
🔿 No refun	d given	Claimed line too	noisy 💌
<u>S</u> how History		<u>0</u> K	<u>C</u> ancel

3	Enter the payphone's ANI in the <b>ANI</b> field.	
4	Enter the customer's name, address, and home phone number in the appropriate fields of the CALLER INFORMATION box.	
5	Enter the amount to be reimbursed to the customer (if appropriate) in the <b>AMOUNT</b> field.	
6	Select the radio button within the <b>HOW HANDLED</b> box that describes how the problem will be handled.	
7	If a refund is due, you can add the amount to the Cost Accounting Journal by selecting the accounting code from the <b>ACCOUNTING</b> <b>CODE</b> field drop down list.	PNM Plus adds the amount to the Cost Accounting Journal. This field is required.
8	Select the reason for the complaint from the <b>COMPLAINT REASON</b> field drop down list.	This field is required.
9	Click on <b>OK</b> .	The complaint is entered into the database. Returns the <b>PNM</b> <b>PLUS OPERATOR CONSOLE</b> screen <b>MAIN MENU</b> .

# 6. REPORTS

## 6.1 Controlling Report Contents

You can control which records are selected for processing on a report and the report format by using the report control screen.

#### 6.1.1 MAKING A REPORT TEMPLATE

When you create a template, the parameters you define in the report selection screen are used each time you run the template. Define the parameters of the template by setting all the options, then click **SAVE**. Once you save and name the template, you can schedule when you want the report to run by clicking **SCHEDULE**.

From **REPORTS MAIN MENU**:

1	Select the type of report and click <b>R</b> UN.	The reports control screen for the type of report you specified appears.
2	Set up the report to include the information you want. Click <b>SAVE</b> .	PNM Plus asks you to name the new template.
3	Enter a name for the template, and click <b>OK</b> .	PNM Plus saves your new template to the database and returns to the reports control screen.
4	Click SCHEDULE.	The <b>TEMPLATE</b> <b>SCHEDULER</b> screen appears.

Template Schedu	uler 🔀
Template Name: Repor	rt 10
Next Scheduled Time:	
Selected Week Day: -	Selected Day of Month:
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thusday ☐ Friday ☐ Saturday ☐ Sunday	1       9       17       25         2       10       18       26         3       11       19       27         4       12       20       28         5       13       21       29         6       14       22       30         7       15       23       31         8       16       24       Last
Start Time: Hour:2:00	Poll List to Complete:
Enter time from 0:00 to 23:59	Select the name of the poll list that must be finished before this template runs
<u>0</u> K	<u>Cancel</u> <u>H</u> elp

5	Next, specify when you want the report to run. If you do not specify either a day of the week or a specific date within the month, the report template will not run. Click <b>OK</b> .	PNM Plus returns the report control screen.
6	Click <b>OK</b> .	PNM Plus returns the <b>REPORTS MAIN MENU</b> .

#### 6.1.2 RUNNING A REPORT

#### From **REPORTS MAIN MENU**:

1	Select the type of report and click <b>R</b> UN.	The reports control screen for the type of report you specified appears.
2	Set up the report to include the information you want. If you want to run a template, select the template name in <b>TEMPLATES</b> .	
3	Click <b>R</b> UN.	PNM Plus displays the specified report.
		speemed report.
4	When you are finished viewing the report, select the Exit button.	PNM Plus prints your report and returns the report control screen.

# 6.2 Controlling Report Output

You can view reports on the screen, send them to a printer, send them to a file, or send them to a fax machine.

1	Select the type of report and click <b>R</b> UN.	The reports control screen for the type of report you specified appears.
2	Set up the report to include the information you want. If you want to run a template, select the template name in <b>TEMPLATES</b> .	
3	If you want to view the report on the screen, click <b>SCREEN</b> in <b>OUTPUT TO</b> .	
4	If you want to send the report to the printer, click <b>PRINTER</b> in <b>OUTPUT TO</b> .	The <b>PRINT SETUP</b> screen appears.
5	Specify the printer you want to use and click <b>OK</b> .	PNM Plus prints your report and returns the report control screen.
6	If you want to send the report to a file, click <b>FILE</b> in <b>OUTPUT TO</b> , and then click <b>SETUP</b> .	The <b>OUTPUT FILE SETUP</b> screen appears.

From **Reports Main Menu**:

7	<ul> <li>Specify the output format and file name. Valid formats include:</li> <li>Microsoft Excel (.xls).</li> <li>Rich Text Format (.rtf).</li> <li>MS-DOS Text (.txt).</li> <li>If you have FX-WORKS for faxing, that option also appears, allowing you to output the file to a fax.</li> <li>Click <b>OK</b>.</li> </ul>	PNM Plus outputs your report and returns the report control screen.
8	Click <b>CLOSE</b> on the report control screen.	PNM Plus returns the <b>REPORTS MAIN MENU</b> .

# 7. BUSINESS ADMINISTRATION

#### 7.1 Creating a New Contract

From	From Operator Console:				
1	Click on the <b>BUSINESS</b> <b>ADMINISTRATION</b> icon.	The <b>BUSINESS</b> ADMINISTRATION MENU appears.			
2	Click on <b>2</b> (Contract Information).	The <b>CONTRACT DETAIL</b> screen appears.			

Contract Detail 🛛 🕅			
Contract ID 0 Unassigned Contract	Contract for Cust.	Unassigned Customer	
	Description	Unassigned Contract	
	Start Date	0170171330	wal Notice
	End Date	01/01/1999	days prior to end
	Sites Covere	:d	
	Unassigned S TNwallFL ALdeskFL ALwallFL 0FL0	Site	Change <u>S</u> ites Co <u>m</u> missions
	Ne <u>w</u>	<u>D</u> elete <u>O</u> K	<u><u>C</u>ancel</u>

- **3** Click on NEW.
- 4 Assign a customer to the contract by selecting a customer from the CONTRACT FOR CUST drop down list.

5	Enter the name of the contract in the <b>DESCRIPTION</b> field.	
6	Enter the Start and End Dates of the Contract in the <b>START DATE</b> and <b>END DATE</b> fields.	
7	In the <b>RENEWAL</b> <b>NOTICE</b> field, enter the number of days before a customer's contract expires that you want to mail the customer a renewal notice.	
8	Click on <b>OK</b> .	Enters the new contract into the database. Returns the <b>PNM PLUS OPERATOR CONSOLE</b>

#### screen MAIN MENU.

## 7.2 Creating a Commission Plan

#### From **OPERATOR CONSOLE**:

1	Click on the <b>BUSINESS</b> <b>ADMINISTRATION</b> icon.	The <b>BUSINESS</b> <b>ADMINISTRATION MENU</b> appears.
2	Click on <b>2</b> (Contract Information).	The <b>CONTRACT DETAIL</b> screen appears.
3	Select the contract for which you want to set up commissions.	

4 Click on COMMISSIONS.

The **COMMISSION PLAN** screen appears.

**5** Click on NEW PLAN.

The COMMISSION PLAN MAINTENANCE screen appears.

6	Commission Plan Maintenance 🛛 🛛 🕅						
Commission Plan Name: Assign Commission Calculation to Account Code:				-			
		Plan T	уре:	Per	Phone Basis		-
Ī	Com	mission Rate Schedu	le				
		Low Amount	High Ame	ount	Dollars	Per Cent	
I	▶	\$0.00	\$99,99	3.00	\$0.00	15.00%	
I	*						
ł							
	<u>D</u> K <u>D</u> elete Plan <u>C</u> ancel						

- 6 Enter the Commission Plan description in the COMMISSION PLAN NAME field.
- 7 In the ASSIGN COMMISSION CALCULATION TO ACCOUNT field, click on the arrow and select the account to be assigned a commission calculation from the drop down list.

8	In the <b>PLAN TYPE</b> field, click on the arrow and select a plan type from the drop down list.	
9	Enter the Commission Rate Schedule in the COMMISSION PLAN MAINTENANCE screen COMMISSION RATE SCHEDULE fields.	Refer to Chapter 9 of your <i>PNM Plus Operation</i> <i>Manual</i> for further information on Commission Rate Schedules.
10	Click on <b>OK.</b>	PNM Plus notifies you that you have not yet assigned account codes to this commission plan.
11	Click on <b>OK.</b>	The COMMISSION PLAN BASIS screen appears.
12	Select the account codes to be added to the commission plan.	The <b>COMMISSION PLANS</b> screen appears.
13	Click on <b>OK.</b>	The commission plan is added to the database. Returns the <b>CONTRACT</b> <b>DETAIL</b> screen.
14	Click on <b>OK</b> .	Returns the PNM PLUS OPERATOR CONSOLE screen MAIN MENU.

#### 7.3 Assigning a Commission Plan to a Contract

#### From **OPERATOR CONSOLE**:

1	Click on the <b>BUSINESS</b> <b>ADMINISTRATION</b> icon.	The <b>BUSINESS</b> <b>ADMINISTRATION MENU</b> appears.
2	Click on <b>2</b> (Contract Information).	The <b>CONTRACT DETAIL</b> screen appears.
3	Select the contract to which you want assign a commission plan.	
4	Click COMMISSIONS.	The <b>COMMISSION PLAN</b> screen appears.

Commission Plans				$\times$
Available Commission Plans	Plans	Assigned to:	Unassigned Contract	
Starter Commission Plan Starter Commission Plan 20% Gross Profit	<u>A</u> dd >>			
1% State Taxes	<< <u>R</u> emove			
	<u>S</u> chedule			
	Plan <u>B</u> asis			
	<u>N</u> ew Plan			
	<u>0</u> K			

5 From the AVAILABLE COMMISSION PLANS list box, select the commission plan you want to assign to this contract.

6	Click ADD.	PNM Plus moves the specified commission plan to <b>PLANS</b> <b>ASSIGNED TO</b> .
7	Click <b>OK</b> .	PNM Plus assigns the commission plan to the contract, and returns the <b>CONTRACT DETAIL</b> screen.
8	Click <b>OK</b> .	Returns the PNM PLUS OPERATOR CONSOLE screen MAIN MENU.

#### 7.4 Adding Cost Accounting Journal Entries

If you have received new income or had a new expense, you need to add it to the Cost Accounting Journal.

From **OPERATOR CONSOLE**:

1	Click on the <b>BUSINESS</b> <b>ADMINISTRATION</b> icon	The <b>BUSINESS</b> <b>ADMINISTRATION MENU</b> appears.
2	Click on <b>3</b> (Cost Accounting).	The COST ACCOUNTING JOURNAL screen appears.
3	Click on <b>NEW</b> .	The COST ACCOUNTING JOURNAL ENTRY screen appears.

Cost Accounting Journal Entry 🛛 🛛 🕅				
Acct Code		Controls		
Phone ANI	(205) 555-2611 Unknown Location	🕱 Simulate 10-key pad		
Date	07/07/1998	🗙 Auto decimal ".00"		
Amount	0	Clear after each entry		
Technician	0 Unassigned Technician	Write to a holding queue		
Notes		O Write directly to database		
<u>E</u> dit	Delete Add to Queue	D <u>o</u> ne <u>C</u> ancel		
Holding Queue	•			

4	Click on the second box in the <b>ACCT CODE</b> field and select an account code from the drop down list.	
5	At the <b>PHONE ANI</b> field, enter the ANI of the phone that had the income or expense.	
6	Enter the date for the journal entry in the <b>DATE</b> field.	
7	Enter the amount of the income or expense in the <b>AMOUNT</b> field.	

8	Click on the arrow to the right of the <b>TECHNICIAN</b> field and select the technician who collected the money or made the repair.	
9	Enter any notes relating to this entry in the <b>NOTES</b> field.	
10	Add the entry directly to the PNM plus database, or send the entry to the holding queue.	Refer to Section 9.1.4 in your <i>PNM Plus Operation Manual</i> for further instruction on these options.
11	Click on CLOSE.	Returns the PNM PLUS OPERATOR CONSOLE screen MAIN MENU.

### 7.5 Calculating Commissions

From **OPERATOR CONSOLE**:

1	Click on the <b>BUSINESS</b> <b>ADMINISTRATION</b> icon.	The <b>BUSINESS</b> <b>ADMINISTRATION MENU</b> appears.
2	Click on <b>4</b> (Commission Calculation).	The COMMISSION CALCULATION CONTROLS screen appears.

Commission Calculation Controls		
Posting Date Information           09/24/1998         Purge		Processing Date Range           08/01/1998         to         08/31/1998
Contracts available to process		Contracts to process
Unassigned Contract	Add > < Remove Add All >> << Remove All <u>QK</u> <u>Cancel</u>	

3	In the <b>PROCESSING DATE</b> <b>RANGE</b> fields, enter the date range to use for the calculation.	
4	Enter the posted date in the <b>POSTING DATE</b> <b>INFORMATION</b> field.	This is the date that is stamped to the calculated commission amount.
5	Select and ADD the contract in the CONTRACTS AVAILABLE TO PROCESS list box for which the commission amounts will be calculated.	The contract moves to the <b>CONTRACTS TO PROCESS</b> list box.
6	Click on <b>OK</b> .	The <b>COMMISSION</b> <b>PROCESSING</b> screen updates you on the progress of the commission calculation.
7	When the commission calculation is complete, click on <b>CLOSE</b> .	Returns the PNM PLUS OPERATOR CONSOLE screen MAIN MENU.

# 8. USING UTILITIES (ANI EDIT)

From UTILITIES MAIN MENU:

1 Click CHANGE ANI.

#### The **PNM PLUS ANI SEARCH AND REPLACE UTILITY** screen appears.

PNM Plus ANI Search and Replace Utility 🛛 🛛 🕅		
Search For This: Enter the pattern of the ANI(s) to change. (516) –	Replace With This:         Enter the pattern of the replacement.         (615)       -	
Search this database.		
Performance Options: Imporarily Backup the PNM Plus Database. (Requires sufficient disk space) Cleanup All Databases (Selecting this option may greatly slow the search.)		
Replace ANI Cance	I <u>H</u> elp <u>A</u> bout	

- 2 In the SEARCH FOR ANI(S) field, enter the ANI you want to change.
- 3 In the **REPLACE WITH ANI(S)** field, enter the ANI that you want to replace the ANI in the **SEARCH FOR ANI(S)** field.

4	In the SEARCH THIS	
-	DATABASE field, enter	
	the database containing	
	the ANI you want to	
	change.	
5	In the <b>PERFORMANCE</b>	
	<b>OPTIONS</b> window, you	
	may select a temporary	
	backup or a cleanup and	
	compaction of all	
	databases.	
6	Click on <b>REPLACE ANI</b> .	The ANI in the <b>REPLACE</b> field
		replaces all ANIs that match
		the ANI in the Search field.
		The <b>DATABASE</b> field shows
		you the status of the
		replacement as it occurs.
		When the replacement is
		complete, the ANI SEARCH
		AND REPLACE COMPLETE
		screen displays the results.
7	Click on <b>OK</b> to accept	· ·
1	the changes.	PNM Plus returns the <b>PNM</b>
	the changes.	PLUS ANI SEARCH AND
		<b>REPLACE UTILITY</b> screen.
8	Click on your answer to	Returns the PNM PLUS ANI
	the prompt.	SEARCH AND REPLACE
		UTILITY screen.
9	Click DONE.	Returns the Windows desktop.
-		L.

# 9. FREQUENTLY-ASKED QUESTIONS (FAQS)

*Note:* You must have PNM 2.2.1 or higher to convert your data from PNM to PNM Plus properly.

- Q. Where do I set up the dialing patterns for each phone?
- A. The dialing patterns for the phones are handled on the **SITE DETAIL** screen.
- Q. I converted my data and find all of my information in Operator Console, but Poll Manager does not show any information.
- A. Operator Console and Poll Manager are not pointing to the same database. Turn to Section A.2 in the *PNM Plus Operation Manual* (P/N 3350231) and follow the steps in Section 7.3.1 in your *Operation Manual*.
- Q. I tried to rename my database according to the instructions in Section A.2 in the PNM Plus Operation Manual (P/N 3350231). I am getting an "invalid parameter" error message.
- A. Try using these steps from Windows Explorer:

Click the *LECTOCLE* directory.

Click the file named CONVERT.MDB.

Click **FILE - RENAME** on the toolbar.

Enter *PNMPLUS.MDB* and click **OK**.

Click and drag all files into the C:\PNMPLUS\DBCON-FIG subdirectory.

Now return to Section A.2 and complete the steps starting at step 22.

- Q. I converted my data but Operator Console doesn't show any information.
- A. Operator Console is not pointing to the right database. On the PNM Plus MAIN MENU, click CONFIGURATION, then 10 (System Configuration), and set the PNM Plus Database Location to the proper file.
- Q. I have only one modem on my system. With Poll Manager open, I get the message "Communications port not responding or not available" when I try to dial out in Operator Console.
- A. When Poll Manager is running, it grabs the modem to handle any incoming calls or auto polls that may occur. It does not share the modem; therefore, the modem is unavailable to any other application. If you must dial out, close Poll Manager, or deselect **PORT ACTIVE** in the Poll Manager Port Setup.
- Q. What kind of network should I run this on?
- A. Elcotel has tested and recommends PNM Plus on Novell 3.12 and Novell 4.0 providing the record locks are set high enough (check your network manuals for this information). We also recommend a Windows NT network.
- Q. How should I set up PNM Plus on my network?
- A. There are many ways to run PNM Plus on a network. The most common way is to have the database on a common drive. You would then have only one copy of Poll Manager pointing to the common database and could have many copies of Operator Console pointing to that common database as well. This way all machines access the same data.
- Q. I downloaded my phones and now when I contact them again, I get a message that the Password is incorrect.
- A. You probably did not assign a PNM Plus password on the PHONE DETAIL screen. Assign a PNM Plus password, default the board (see your phone manual for phone defaulting, or resetting procedures), and download to the phone.

# **10. LIST OF STATUS MESSAGES**

This section describes the Status Messages or Error Messages you may receive during normal operation of PNM Plus and the possible causes for these messages. The first table shows Reason Terminated Messages you may encounter through Poll Manager.

<b>Reason Terminated</b>	Possible Cause
Call Completed	Successful Call.
CD Dropped	The connection was dropped. Possible indication of network problem, or database size too big.
Logon Failed	Incorrect ID or Password.
Unknown ID	Not currently used.
DB Error	Failed to open database.
Missing DB Record	A critical database record is missing - e.g. Phone Record, R&O Record. A slow network or huge database could cause this.
Invalid Phone Model	Attempt to communicate with a phone that is an invalid phone model.
Comm Lib Error	Communications library missing / failure.
Disk Full	Unable to write to the disk; disk full.

<b>Reason Terminated</b>	Possible Causes
File Does Not Exist	PNM Plus tried to send a nonexistent file to the phone. Poll Manager assumes that all operational files are stored in the same directory as the database. Check for proper path.
No Answer	No answer received from the phone. Not frequently used.
Busy	Modem detected a busy signal from the phone.
No Carrier/No Answer	This response is returned from the modem if it receives no answer from the phone after X seconds.
CRC Error	Caused by repeated bad checksum errors. Typical in less than 1% of SMDR transmissions.
Unknown Command	Version data not received from the phone.
SW Error	Internal software error occurred.
Out of Memory	Failed a memory allocation.
SW Timeout	This occurs if "No Carrier" timeout in modem is less than "Connect Resp Timeout" in phone and phone rings out, OR it may be an indication of network problems / huge database.

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